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

Type of inspection: Unannounced
Inspection completed on: 30 September 2014
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Service provided by:
Chapter One Childcare

Service provider number:
SP2004006695

Care service number:
CS2011298919

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 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  6  Excellent
Quality of Environment     6  Excellent
Quality of Staffing        6  Excellent
Quality of Management and Leadership  6  Excellent

What the service does well

We found that Chapter One Nursery at Shawfair provided children with very good indoor and outdoor play opportunities.

Well qualified and experienced staff provide high quality childcare in a well thought out environment which supports children’s development.

What the service could do better

We recognised that the manager and the staff team were committed to continuous improvement of the service. We found that the service was performing to a consistently high quality across all of the areas we included in our inspection. In order to maintain the excellent grades the service should continue to look for ways to improve their service through outcome based practice.

What the service has done since the last inspection

Since the last inspection the service have developed the outdoor areas and introduced Forest Schools.

The playrooms had been rearranged to meet the needs of the children and staff in the toddler room have introduced ‘Schematic Play’ for the children following a training course they have attended.
Conclusion

The management and staff team work very well together and take great pride in the quality of service they provide.

Staff were very enthusiastic and had formed good relationships with the children and their families. They worked hard in providing the best care for the children.
1 About the service we inspected

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

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

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

The nursery is registered to care for a maximum of 56 children aged from birth to not yet attending primary school with a maximum of eleven children aged under two years and eleven children aged two to three years.

There were children present on the day of inspection.

The service’s aims and objectives are:

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

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

Quality of Care and Support - Grade 6 - Excellent
Quality of Environment - Grade 6 - Excellent
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 0345 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 Tuesday 24 September 2013. We issued 25 questionnaires to the service to give to parents and carers of children who used the service. Seven 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.
• Children’s online learning journals.
• Photographs.
• Parent notice boards.
• Newsletters.
• Facebook page.
• Parent and children questionnaires.
• Planning and observation sheets.
• Cleaning records.
• Medication records.
• Accidents records.
• Benefit Risk Assessments.

We chatted with the following people:

• the provider.
• the manager and depute manager.
• the area manager.
• 10 practitioners.
• three parents.
We observed the interaction between staff and the children. We observed staff practice within the playroom 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
The requirement
It is required that the service ensure individual nappy creams are used for each child to prevent the spread of infection. This is in order to comply the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/SSI 210 Regulation 4 (1) (d) Welfare of Service Users a provider must where necessary, have appropriate procedures for the prevention and control of infection.

Timescale: This was required at the time of the inspection

What the service did to meet the requirement
Nappy creams are now labelled and each child has their own cream.

The requirement is: Met - Within Timescales

What the service has done to meet any recommendations we made at our last inspection
Eight recommendations were made at the previous inspection as follows:

1. It is recommended that the service now introduce questionnaires to ensure that service users and carers participate assessing and improving the quality of the care and support, the quality of the environment, the quality of staffing and management and leadership of the service. Regular evaluations are carried out asking parents for their feedback.

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

3. It is recommended that the nursery display forward plans for parents and carers to see in the pre-school room. Forward plans are now displayed throughout the nursery.

4. It is recommended that the service should consider opening up the playrooms not in use in the upstairs area to enable children to move freely around their nursery environment and allow them Independence when going to the toilet. All playrooms are now open and in full use.

5. It is recommended that the service should provide a comfortable chair in the baby room to allow a more comfortable experience when feeding babies their milk.
Comfortable chairs are now available in the baby room.

6. It is recommended that the provider should put a system in place to re check the PVG of all staff.
   A system has now been put in place.

7. It is recommended that the service ensure all staff complete up to date Child Protection training every three years through a professional body. This is done on an ongoing basis.

8. The provider should ensure that staff fully understand the self assessment process for SCWIS. All staff are involved in the self assessment of the nursery.

We are satisfied that these 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 eight completed questionnaires back. Seven parents/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:

“Extremely happy with the care at Shawfair. The focus on outdoor play is amazing. I have recommended it several times.”
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
We found that the nursery was performing to an excellent standard in the areas covered by this statement. We concluded this after we:

• Spoke to the management team and 10 members of staff.
• Reviewed feedback in our questionnaires.
• Reviewed the service questionnaires.
• We also viewed relevant documentation.

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 completed online throughout the year on different areas of the nursery. We viewed a sample of these. These gave children and their families the opportunity to provide feedback about the service. The outcomes of these were fed back to the parents through newsletters.
• Regular online newsletters, which were considered to be informative and wide-ranging: they included stories about the environment, staffing and encouraged families to express their views.
Children’s’ online learning journals, these were available to parents through a secure website. These showed photographs of the children taking part in various activities and their learning opportunities.

Well presented informative notice boards displayed. These gave parents further information on the nursery and what was happening in the local community.

A question of the week jar. This gave parents the opportunity to vote on a new idea in the nursery for example if parents were happy for their child to play outdoors in the darker months.

Parent postcards. These provided a good link between the nursery and home as children could share what experiences they enjoyed on a weekend with their friends at 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.

The service had recently established a Face Book page. It was apparent from discussion with the management team that they were aware of some of the risks involved in using social networking sites. Privacy setting were in place, a policy for the use of the Face Book site had been established.

During the inspection we spoke to three parents. They spoke positively of the opportunities given to parents to get involved in the overall management of the service. This included reviewing policies and procedures, being involved in the nursery and sharing any skills they may have.

Parents in our questionnaires made the following comments:

“I would appreciate more regular and structured feedback from my child’s keyworker. I would also appreciate access to a speech and language specialist. Ultimately we are very happy with the caring environment and find the staff friendly and professional. Shona has been particularly helpful.”

We discussed these comments with the management team at feedback who took these points on board.

“The nursery provide information on activities and his development verbally, in written format and also via social media. I like the introduction of the online learning journals, these are much better than paper formats. I also like the new parents’ forum via Facebook as a method of seeking feedback and ideas from parents across the company.”

From our observations of the interaction between staff and children we saw that staff respected and valued the input of the children into the activities they provided for them. They had created a range of opportunities for children to express their views and used them as the basis of the play opportunities available. For example children
used a 'Foxy Feelings Book’ to identify aspects of the activities that they liked or didn’t like.

Children’s achievements were celebrated through the use of a ‘Wow Wall’ and a ‘Star of the Day’ This gave children confidence in what they had achieved and helped to confirm to children that they were important and increased their self-esteem.

In our questionnaire, all parents confirmed that:

- I received clear information about the service before my child started using it.
- Staff share information about my child’s learning and development with me and, where appropriate my child.
- The service has involved me and my child in developing the service, for example asking for ideas and feedback.

Areas for improvement
In their self assessment document the service identified the following areas for improvement:
“Continue to develop strong parent partnerships.”

In order to maintain their current excellent grade 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.

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
We found this service was performing to an excellent standard in the areas covered by this statement. We concluded this after we:

- Spoke to the management team and ten members of staff.
- Reviewed feedback in our questionnaires.
- We also viewed relevant documentation.
Parents/carers completed registration forms when they started using the service. These gave staff information about their child, including their dietary, medical and developmental needs. This meant that staff knew each child’s needs and used this information to give them the right care and support.

We observed staff to interact exceptionally well with the children. We could see that staff provided a very caring and nurturing environment and supported their individual care needs. For example, a child was upset during the morning session and staff were very caring towards them. This ensured that their immediate needs were being met. Staff told us about the ‘Schema’ training they had completed to help them understand why children play the way they do. (Schemas are patterns of repeated behaviour in children. The child often has a very strong drive to repeat actions such as moving things from one place to the another, covering things up and putting things into containers, moving in circles or throwing things. These patterns can often be observed running through their play and may vary between one child and another.) This meant staff were able to support their learning and development needs appropriately.

The children’s online learning journals 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.

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

Two parents in our questionnaires made the following comments:

“Since our child started at Shawfair he has developed very well. The food served is healthy and varied and our child is well supported through toilet training and continues to develop his language skills. I love picking up my child in the afternoon to find him muddy and very happy with lots of stories to tell. I do worry however that there is less children in the three-five’s that he may lack some stimulation he needs at this stage due to a smaller class size however the introduction of Forest School is a great idea.”
"A great deal of thought is put in to the planning activities for the children to ensure they enhance the nursery experience."

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.

The outdoor area provided for high quality active play in the fresh air and the nursery ethos encouraged outdoor play throughout the day. On the day of our visit all the children spent the majority of the day outdoors. This meant that children could gain fresh air and exercise on a daily basis. An Outdoor Development Officer had been employed to develop the outdoor spaces and support staff to create positive experiences for the children when playing outdoors.

Children had access to Drama, Zumba and Music classes from outside agencies. This gave children the opportunity to learn new skills whilst at nursery. A parent confirmed this:
"My child enjoyed doing the Zumba and having activities provided by specialists in music etc."

Children learned about good personal hygiene through regular routines including hand washing after using the toilet and before eating food. Toothbrushing was encouraged and the nursery followed the National Toothbrushing programme. Dental Health professionals visited the service on a regular basis speaking to staff, children and parents and encouraging the importance of good dental health habits from an early age.

Medication records and accidents forms were signed by parents. This ensured sure that parents/carers were told about what had happened to their child and the actions taken by staff.
In our questionnaires, all parents confirmed that the service:

- Provided a healthy and well-balanced diet which met their child’s dietary and cultural needs.
- Ensured children regularly get fresh air and energetic physical play.
- Had a clear code of behaviour for children, and worked with their children to make sure they understood it.

Areas for improvement
In their self assessment document the service identified the following areas for improvement:
"Further develop outdoors for learning and physical activity."
Whilst we acknowledge that a child was chosen each day to be a lunch monitor we suggested that the children clear their own dishes away in order for them to become more independent. The management team took this on board and told us they would take steps to address this. This will be followed up at the next inspection.

We saw that children were given chicken curry and rice for lunch. We saw a number of the pre school children requested more curry, however there was only rice left. We discussed the portion sizes with the management team who told us that a staff member would provide a daily report of any issues which may arise from the lunches provided and that this would be shared with the manager. A weekly summary would then be passed to the caterers. This will be followed up at the next inspection.

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: 6 - Excellent

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

Service strengths
We found that the nursery was performing to a very high standard in the areas covered by this statement. We concluded this after we:

- Spoke to the management team and ten members of staff.
- Reviewed feedback in our questionnaires.
- Reviewed the service questionnaires.
- We also viewed relevant documentation.

Evidence which we discussed in Quality Theme 1, Statement 1 also applied to this statement.
An evaluation was carried out asking parents and carers for their ideas and suggestions for the development of the garden. This showed the nursery were involving children and their parents in assessing and improving the environment. We viewed a number of the evaluations for this including parents being asked about the design of the garden and how they feel about their child playing outdoors in the dark.

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.

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.

The 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.

**Areas for improvement**

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

“Outdoor play areas to be further developed to create specific areas for various age groups as well as a nature garden and courtyard too.” We could see at the inspection the nursery had started to address these areas.

In order to maintain their current excellent grade 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.

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

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 2**

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

**Service strengths**

We found that the nursery had excellent systems in place to ensure the environment was safe and secure for the children in their care.

We looked around all parts of the building and the outside areas used by families. We found that they were bright, welcoming and well maintained. The hallways contained a wide range of well presented information about Chapter One and the activities available. This was supported by photographs and by comments from parents, children and other stakeholders.

The children’s playrooms were well presented, quality furnishings specifically for use by young children ensured that they were able to move around freely and chose their own activities. Attractive topic tables were in place relating to children’s current interests. We saw the wide range of well organised resources in place. This meant that staff were able to respond quickly to children’s interests ensuring that the activities were child led.

Benefit risk assessments covered all areas of the playrooms and outdoor areas. We could see that they were checked on a daily basis. We spoke to staff about how they assessed risk within the playrooms and in the outdoor play areas. We found that while they understood the importance of ensuring that children were safe they also understood the need for children to take some ‘risks’ through play in order to develop an understanding of their own capabilities and to build self-esteem.
Pre school children were given the opportunity to take part in the Forest Schools Project in the local country park. They visited the nearby woodland area and children used this space regularly as part of the nurseries commitment to outdoor play. Floor books and photographs illustrated the activities that took place in the woodland.

The garden development had been a big part of the nurseries improvement plan. We saw the large number of new resources within this area, for example a boat and a large sandpit had been provided, a caravan for the children to play in, a fire pit had been introduced for the children to learn about fire safely, a mud kitchen, a treehouse and a separate area for babies was provided. In addition staff told us about the new tools and woodwork opportunities for the children. These new additions meant that the children had access to quality play experiences when outdoors.

Parents in our questionnaires made the following comments:

“The nursery actively encourage outdoor and natural play, my child loves to use the range of outdoor areas including the garden, the fields, farmyard and nearby parks. Really enjoys seeing the chicken coop being built, looking after the rabbit and guinea pigs and the sandpit is a great addition. The outdoor activity instructor has introduced forest school teaching them about nature and outdoor play as well as safety. I love the fact that they build campfires, toast marshmallows and learn how to use tools safely.”

“I love how the children are always outdoors. The range of activities are brilliant.”

We looked at the children’s toilet areas and found they were clean and well stocked with soap, paper towels and toilet tissues. Protective clothing was in place for staff this supported good hygiene practices when carrying out personal care tasks. Copies of relevant policies and procedures were displayed for staff along with cleaning check lists which we found were up to date.

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.

Children’s work was displayed attractively around the nursery. 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 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.
In our questionnaire, all parents confirmed that:

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

Areas for improvement

During our inspection there was a number of cleaning products on top of the window sills within the changing rooms. We pointed this out to the management team who took steps to ensure they were removed immediately.

We discussed with the staff that babies as young as eight months should be assisted to wash their hands after each nappy change and prior to eating. They took this on board and had accessed the new Hand Washing Guidance on the Care Inspectorate Hub.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

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

Service strengths
Comments made in Quality Statement 1.1 and 2.1 also apply to this Quality Statement. We found this service was performing to a very high standard in the areas covered by this statement. We concluded this after we:

- Spoke to the management team, and ten members of staff.
- Reviewed feedback in our questionnaires.
- We also viewed relevant documentation.

We confirmed that management and staff provided excellent opportunities for parents and children to assess and improve the quality of care and support they received from the service.

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 playroom. Photographs of the 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 whilst at nursery. This ensured that parents were able to get a run down of each child’s day.

Areas for improvement
In their self assessment the service identified the following area for improvement: “Continue to further develop parent partnerships throughout the year. Review the recruitment process.”
In order to maintain their current excellent grade 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.

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
At this inspection, we found that the performance of the service was excellent for this statement. We looked at staff records, spoke with staff and observed their practice to assess this statement.

All of the staff working in the service were registered with the Scottish Social Services Council (SSSC) Most of the staff working in the service were qualified to a minimum of SVQ Level 3 or equivalent. The recently appointed manager of the service had a condition on her registration that she must achieve the necessary qualification for managers of children’s day care services within five years. We saw the plans in place to ensure that this condition was met.

We looked at the services training audit, this had identified the training needs of staff. It was evident from the range of opportunities provided that the service was committed to the professional development of staff which allowed them to meet the needs of current families. Training was sourced through Midlothian Council and City of Edinburgh Council. In-service training days took place throughout the year. This demonstrated a strong commitment to ongoing professional development. Courses had been accessed through Midlothian 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.

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.

A rolling programme of training in Child Protection, First Aid and Food Hygiene was in place. Additional training included GIRFEC (Getting It Right For Every Child), Numeracy and Maths pilot scheme, risk assessment update, Reggio Emilia. This evidenced the nurseries strong commitment to supporting all service users through the skilled well trained staff.
The quality and experience of staff has been recognised by other professionals. The nursery had recently attended an awards ceremony hosted by Nursery World which a staff member received second place.

When we spoke to staff we found that they were reflective practitioners, familiar with the key documents supporting their practice and able to describe how they used them in their planning to meet children’s needs. They included the Pre Birth to Three Document, the Curriculum for Excellence and the National Care Standards.

Staff told us they supported each other and were happy in their work. They felt they worked well together in a team and that their views and ideas were implemented into the life of the nursery. 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 were happy to answer our questions and talk about the service they provided. An excellent range of current legislation, childcare journals and policies were available at the new resource station that had been provided for staff and parents to view.

When we asked staff about these they knew where to find relevant documentation and were very knowledgeable on the up to date documents.

We found that staff were skilled in talking and listening to young children. We saw short movies of children talking about what they liked about the staff working within the nursery. Parents in our questionnaires spoke highly of staff:

“My children will often talk about nursery and the staff and other children always in a positive manner. It’s a wonderful nursery and I feel very comfortable leaving my children there.”

“I cannot rate Chapter One Shawfair highly enough. I can honestly say I am 100% happy with the care the fantastic team give.”

“Ultimately we are very happy with the caring environment and find the staff friendly and professional. Shona has been particularly helpful.”

In our questionnaires, all parents confirmed that:

- They had confidence that the staff had the skills and experience to care for their child and support their learning and development.
- There were always enough staff to provide a good quality of care.
- Their child appeared happy and confident with the staff.

Areas for improvement

In their self assessment the service identified the following area for improvement

“Continue to support staff identifying relevant changes in need of updating.”
We discussed the new ‘MySSSC Website’ for staff to record any training they had attended. The area manager told us she would obtain the poster to inform staff of this.

**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.
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 seven parents and carers who completed the SCSWIS questionnaires, five parents/carers strongly agreed 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
In their self assessment document the service have identified the following areas for development:
"A strong structure of parent partnerships events for the full year is currently being implemented. We will be involving children’s feedback within our annual staff appraisals."

In order to maintain their current excellent grade 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.

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 this service was performing to a very high standard in the areas covered by this statement. We concluded this after we:

- Spoke to the management team and ten members of staff.
- Reviewed feedback in our questionnaires.
- We also viewed relevant documentation.

The service used the Care Inspectorate self assessment framework and our reports to identify areas for improvement.

The service had a Progress and Development Report, A Standards Quality Improvement Plan (SQIP) and a statement of Aims and Objectives in place. These documents were included on the nursery website to share with families using the service.

Areas for improvement were identified and given time scales for completion. These were reviewed regularly to ensure they were on target. The Management team met regularly to review current plans and plan for the coming year. Information on progress was shared with staff and service users through notice boards and on the services website.

The area manager regularly spent time in the play rooms in order to assess practice. We saw the evaluations programme developed in order to ensure that a range of aspects were covered on a regular basis. They included staff interactions with the children and quality of children’s experiences. We could see that this information was used to inform staffs 1 - 1 supervision sessions and the annual reviews.

A parent partnership consultation was in place and included in the service policies. There was evidence of the ongoing evaluations that parents and carers had completed. For example a parent had requested for the Forest Schools project to be introduced to the nursery. This was addressed and is now in place. In addition the service had reviewed a number of their policies in the handbook in consultation with parents.

A Facebook page had been set up to provide parents with the opportunity to see what the management team discussed at each meeting. This ensured that parents were kept up to date with all issues within the nursery.

Plans and monitoring procedures were in place to evaluate different areas of the nursery, for example the use of the online learning journals, menus, IT systems, transition procedures 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.

The management team had a clear vision of how they wished to develop the nursery. Regular manager and staff meetings took place to discuss shared practice and a ‘Week Done’ resource had been introduced for the managers to update any challenges and achievements they had encountered.

The manager’s hands on approach enabled her to have a very good overview of staff practice within 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. The manager told us the management team were very supportive and worked with her to maintain very high standards and develop practice.

**Areas for improvement**

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

“Ensure staff are fully aware and have clear understanding of Pre birth to three, GIRFEC and Curriculum for Excellence and in time this will be embedded and evident throughout the nursery.”

The provider told us she was reintroducing the Leadership Roles for staff. This would result in staff having a responsibility to work on an area they have a strength or particular interest in. This should further enhance the positive experiences for the children.

In order to maintain their current excellent grade 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.

**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

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>23 Oct 2012</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 5 - Very Good</td>
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</table>

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