Start Bright Nursery
Day Care of Children

449 Gilmerton Road
Edinburgh
EH17 7JG

Telephone: 0131 629 4948

Type of inspection: Unannounced
Inspection completed on: 8 August 2016

Service provided by: Start Bright Nursery Limited
Service provider number: SP2012011966

Care service number: CS2012313063
The Care Inspectorate regulates services in Scotland. Information about all services is available on our website at www.careinspectorate.com.

The service registered with the Care Inspectorate on 6 September 2013

Start Bright Nursery is registered to provided a day care of children service. The service may be provided to a maximum of 56 children from birth to those attending primary school as follows:

- Fifteen children aged from birth to under two years.
- Twenty children aged from two years to under three years.
- Twenty one children aged from three years to those not yet attending primary school.

Ten children of primary school age can be accommodated on the first floor playroom. During this time the maximum number of children aged two years to under three years shall be reduced to 10. The manager can be counted in the core adult/child ratio until the number of children attending at any one time exceeds 10.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

We observed children throughout the course of the inspection. We found they were confident in moving around their playrooms and in approaching staff. Children were engaged with a wide range of activities. Comments included: “I like my nursery because I see my friends.” “My best thing is playing” and “I like painting and mostly being outside.” “We saw that children enjoyed positive relationships with staff.”

We received nine of the fifteen Care Standards questionnaires we sent to the service to distribute to parents. Five parents strongly agreed and four agreed with the statement: “Overall I am happy with the quality of my child receives in this service.”

During the inspection we spoke to seven parents. Representative comments included: “The staff are exceptional. All of the carers are very dedicated to their work and I am very happy with them.” “I’m happy with the service provided. It’s very professional, helpful and friendly. I would recommend it to a friend.” “I am happy with my
child’s development and progress. I feel my child receives appropriate attention and care. “It’s a really good nursery, I would highly recommend it because of the great staff and there are always lots of activities.”

**Self assessment**

The Care Inspectorate received a fully completed self assessment document before the inspection took place.

**From this inspection we graded this service as:**

- Quality of care and support: 3 - Adequate
- Quality of environment: 3 - Adequate
- Quality of staffing: 3 - Adequate
- Quality of management and leadership: 3 - Adequate

**Quality of care and support**

**Findings from the inspection**

Throughout the nursery we saw examples of staff being kind and caring in their interaction with children. They tailored their responses to individual children and situations in order to meet the child’s needs and support positive outcomes.

Space inside the nursery allowed children to take part in active games and dance and movement activities. This promoted children’s physical wellbeing and developed skills including concentration and dexterity.

Healthy lifestyles were promoted well. Topic webs and photographs evidenced children’s involvement in learning about health and taking care of their bodies. Children took part in food tasting and in choosing some of the food they ate. Information about the weekly menu was shared with parents. We asked the provider to ensure that parents were kept informed of late changes to the menu in order to avoid duplication of foods at home.

Lunch time in the pre school room was not a positive experience for all of the children. Serving themselves one at a time and being asked to wait until all children were served before eating put unrealistic pressure on children and led to disruptive behaviour. This was discussed in detail with the provider. We made a recommendation about this. (See recommendation 1).

The quality of information in children’s folders was varied. Some contained information including key contact details, needs, interests, observations and next steps for children. However others did not. Concerns included unexplained gaps in recording, similar observations and next steps being recorded over a period of time. This did not demonstrate how staff were meetings children’s needs. We made a recommendation about this. (See recommendation 2).

**Requirements**

**Number of requirements:** 0
Recommendations

Number of recommendations: 2

1. It is recommended that the provider reviews the planning of meal times to ensure that children do not wait too long for their meals and to ensure children are given the support needed to make lunch time a positive experience for all of the children.

   National Care Standards Standard 3 Health and Wellbeing.

2. It is recommended that the manager supports staff in the maintaining and recording of the information in children’s folders. This should include current contact details and phone numbers. There should be no unexplained gaps in recordings. Observations should be focused on new information and lead to next steps which support children’s development. All entries should be signed and dated.

   NCS Standard 14 Well Managed Service.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The nursery provided a welcoming environment for families. Information about the nursery and events in the community for families was displayed in the entrance foyer.

Since the last inspection took place the provider had continued to develop the use of natural materials. Staff told us they found this supported children’s imaginative play and led to more positive outcomes in terms of self esteem and general wellbeing.

Ongoing improvements to the nursery garden and the purchase of appropriate toys and sports equipment supported daily active play opportunities. The pre school playroom opened directly into the garden which had the potential to offer free flow play throughout the day. We asked the provider to look at how this could be further improved and they agreed to do this.

Staff were confident in talking to us about their responsibilities in relation to the welfare of children. They described clearly the action they were required to take in the event of concerns for children's welfare. The child protection policy needed to be reviewed in order to be clear about the circumstances in which information would be passed to specific individuals. We discussed this with the manager who agreed to do this.

In most playrooms we found that children were able to move around freely making their own choices about what they wanted to play with without adult support. This helped promote independence and self esteem.

The baby room was well resourced with toys and equipment suitable for use by young children. However we found the room was crowded which meant children could not always move around easily. We asked the manager to consider rotating the use of some toys and materials in order to create more space. This would result in improved outcomes for the children by allowing them to practice skills in crawling and walking and in reaching resources without adult intervention.
There was a lack of challenge for children in the pre school playroom. This led to several children flitting around without focus and showing signs of boredom. The room was allowed to become untidy, this was particularly noticeable in the home corner. The manager agreed that this resulted in children not using the area. This meant they missed important opportunities for imaginative play. We made a recommendation about this. (See recommendation 1).

The manager told us that staff carried out safety checks in the nursery and in the garden. We found that the checks had missed some areas. They included a damaged picket fence around the fairy garden, torn bumpers on the trampoline mat which created a trip hazard, a sand box with a broken lid, a broken supporting spar on the play hut and fascia falling off the play hut. These were pointed out at the time of the inspection. We made a requirement about this. (See requirement 1).

Requirements

Number of requirements: 1

1. The provider must ensure that children are cared for in a safe environment where appropriate and timeous action is taken to deal with identified risks affecting positive outcomes for children.

To achieve this they must:

- Ensure that staff with responsibility for risk assessing the environment clearly understand their role and the action they must take to improve outcomes for children. This must include taking immediate steps to ensure that there are effective systems in place to regularly assess whether toys and equipment are in a safe condition. Where toys and resources are identified as unsafe they must be removed or isolated until they can be made safe. Toys and resources that cannot be made safe must be removed.

Where the intervention of a third party is required to address a safety issue in the nursery, a referral must be made immediately. A record of the time and date of the referral must be kept.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation -4(1)(a) Health and Welfare Time scale - Within eight weeks of receipt of this report.

Recommendations

Number of recommendations: 1

1. It is recommended that the manager reviews activities in the pre school playroom room to ensure they provide challenge and opportunities for experimentation for all of the children. Staff should have realistic expectations of children’s ability to tidy up and ensure that all areas of the playroom are ready to play in and are inviting at all times.

NCS Standard 4 Quality of experience
NCS Standard 2 A safe environment.

Grade: 3 - adequate

Quality of staffing
Findings from the inspection

Staff were eager to tell us about the improvements that had taken place in the nursery since the last inspection. We felt that their overall confidence had increased and that this had led to better learning experiences for most children.

A training calendar allowed staff to see the training opportunities available to them. In house training took place once a month. Staff were also able to take part in online training courses to support their practice. Recent courses had included Building the Ambition, My World Outdoors and Setting The Table.

Staff had been given the opportunity to take on leadership roles within the nursery. Information about this was displayed in the staff room. We spoke to some staff about their additional roles. They felt that in giving these additional roles the manager recognised their ambition. Staff were given responsibility for specific roles in the nursery however as stated under the heading of Environment, this was not always effective.

We saw improvements in the ways staff supported children’s play. However we felt that the overall quality of the children’s experience across the nursery could still be improved. We made a recommendation about this. (See recommendation 1).

Staff told us they received support and supervision from the provider/manager on a regular basis however their accounts of how often this took place varied from six weekly - six monthly. We made a recommendation about this. (See recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that in order to create a more purposeful and engaging environment for all of the children attending the service staff should be supported to take part in training in the following areas. Creating challenging and stimulating learning environments. Planning and assessment of children’s learning and development.
   NCS Standard 13 Improving the service
   NCS Standard 14 Well managed service.

2. It is recommended that the frequency of support and supervision sessions should be clarified. All staff should receive the same basic frequency. Staff should be clear about the purpose of these sessions in assisting them in their role and in identifying strengths and areas for development.
   NCS 14 Well managed service.

Grade: 3 - adequate

Quality of management and leadership
Findings from the inspection

The management team were committed to spending time in the playrooms in order to observe the overall quality of the service children experienced. Audit tools had been developed to help them with this task.

A monthly calendar of announced and unannounced observations of playroom practice were completed by the senior management team.

A system for peer review was in place. Staff told us this was challenging but would provide them with useful feedback on their practice which would lead to continued improvement in outcomes for children.

An inventory of resources had been developed. Staff told us this had helped remind them of the range of resources held in the service.

We saw that the targets in the improvement plan had not changed for three years. We suggested that once targets were met they should be taken off the plan and other areas identified. If after three years the areas for development were not met the provider should consider breaking them down into more manageable tasks.

We were concerned that despite audit tools and monitoring systems being in place they had not been effective in identifying the recommendations and requirements made throughout the report. We made a requirement about this. (See requirement 1).

Requirements

Number of requirements: 1

1. The provider must implement an effective system of quality assurance to improve outcomes for children by monitoring and improving all areas of practice within the service. This would help to meet the health, safety and developmental needs of the children.

In order to achieve this the provider must:

- Carry out in depth audits of the service including staff training, resources, layout of playrooms.
- Monitor and support staff in effectively documenting children’s learning and development.
- Ensure that all staff receive regular support and supervision which helps them to identify areas for development. Where developmental needs are identified the provider must take action to ensure that these are met through effective training and mentoring.
- Monitor and give feedback to staff with delegated responsibilities.
- Where audits identify the need for action of any kind this should be put in place without delay in order to ensure that children using the service experience positive outcomes.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation-4(1)(a) Health and Welfare Timescale - within 12 weeks of receipt of this report.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate
Previous requirements

Requirement 1

In order to support the service on their journey we have made a requirement which includes the remaining aspects to be met from this inspection.

The provider must demonstrate to the Care Inspectorate what support is to be provided for staff to develop their skills and knowledge in:

- Planning an appropriate curriculum to extend children’s learning and development.
- Making sure that more effective learning opportunities are available to children.
- Reviewing the resources to ensure they reflect the developmental needs and interests of the children using the service.
- Monitor the room resources and ensure they are plentiful, varied, stimulating, appropriate, challenging and rotated as needed.

The provider must then assess the impact that this support is having on improving outcomes for children, through quality assurance.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210. Regulation 3 - A regulation with regard to providing a service which promotes quality and Regulation 15 (a)(b)(i) Staffing.

Timescale: Within 3 months of receipt of this report.

This requirement was made on 10 February 2016.

Action taken on previous requirement

We saw that there had been some improvements however they had not been consistent across the nursery therefore the requirement is carried forward into this inspection report.

Not met

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.
Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

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<th>Type</th>
<th>Gradings</th>
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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iartras.

नेपालीमा यह रिपोर्ट क्षेत्र में प्रकाशित किया गया है अन्य भाषाओं में या भाषाओं में प्राप्त हो सकती है।

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