Chapter One Childcare Shawfair House
Day Care of Children

Shawfair House
Campend Farm
Old Dalkeith Road
Dalkeith
EH22 1RS

Telephone: 0131 654 0186

Type of inspection: Unannounced
Inspection completed on: 10 October 2016

Service provided by: Chapter One Childcare
Service provider number: SP2004006695

Care service number: CS2011298919
About the service

Chapter One Childcare Shawfair House is registered to provide a care service to a maximum of 56 children at any one time between birth and primary seven school age.

Chapter One Childcare Shawfair House is a two storey detached house which has been adapted for the purpose of providing full day-care to children. The ground floor of the building accommodates babies and children under two years old. The first floor accommodates children from approximately two years old. The service is set within substantial grounds which have been adapted to support children’s outdoor play experiences.

The service aims include the following:

- Value all children as individuals, taking into consideration cultures and special needs.
- Encourage children to practice and acquire skills.
- 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.

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 the 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. GIRFEC is being woven into all policy, procedure, strategy and legislation that affect children, young people and their families.

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

What people told us

We spent time talking to, playing with and observing children. The children appeared confident and settled in the care of staff. Many of the older children were happy to talk to us about how they spent their time in the service. Comments included “I play with friends we play football and climb in the trees.” “It’s my birthday soon, when I’m big I’ll work at nursery.”

Before the inspection took place we sent 20 Care Standard Questionnaires to the service to distribute to families using the service. We found that parents were very satisfied with the overall quality of care they and their children received. During the inspection we spoke to six parents. Representative comments included “Our children love the nursery and we are delighted with the service. There are always lots of activities for them to choose from.” “I’m really happy with the nursery. Staff chat with you and tell you what’s going on. They always ask what I want for my child.” “We’re delighted with the nursery, we’ve not been here long and were anxious about settling our child in but staff have been so reassuring. They took a lot of time to get to know my child, I really couldn’t fault them.”
Self assessment

The Care Inspectorate received a fully completed self assessment from the provider. The document highlights strengths and identified areas for further development.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>5 - Very Good</td>
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Quality of care and support

Findings from the inspection

We found that a commitment to effective communication with parents and children had a positive impact on the service. The manager and staff had developed a number of ways to support communications which took account of individual preferences and needs. This led to an environment where all contributions were equally valued. When actions were taken as a result of input from families this information was shared. The lasting effect of this was that individuals developed confidence, felt included and were more likely to contribute again.

Unhurried settling in procedures helped to ensure that staff had a clear understanding of children’s routines, needs and interests. These were used to set the pace of the day and helped ensure a seamless transition from home to nursery. Parents told us that attention to detail at this stage increased their confidence in the service.

Responsive planning meetings enabled staff to remain pro-active in using observations of children’s interests. They provided flexible, purposeful and fun activities which engaged and challenged children and helped them to reach their potential. We saw many examples of children delight in the meaningful praise of staff who shared in their achievements.

Staff had a clear understanding of Getting It Right For Every Child (GIRFEC). They were able to demonstrate how they had used this understanding along with their knowledge of individual children to ensure that prompt additional support was put in place.

We asked a sample of staff about their understanding of their responsibility to protect the children in their care. We found that their training in child protection allowed them to answer our questions clearly and confidently. This reassured us that any action required to keep children safe would be taken.

Requirements

Number of requirements: 0
Quality of environment

Findings from the inspection

Staff had created an exciting and well resourced learning environment for children. Play rooms were decorated using calming neutral colours. Loose parts, a variety of textures and abundant natural materials supported creativity and imaginative play opportunities for children.

Children’s experiences were based on staff observations of their needs, interests and stages of development. Activities and resources were presented in a way which supported children’s independence by allowing them to make their own decisions about what they wanted to play with and where. This helped to ensure that children’s daily experience reflected their interests and nurtured their creativity.

Staff were proud of the changes they had made to the playrooms since the last inspection. They told us that throughout the nursery children were more independent, calmer and focused for longer periods of time on. We agreed that most children were calm and purposeful in their play and in their interactions with one another.

A particular strength of the nursery environment were the extensive and challenging outdoor play areas. These allowed children to experience risky and active play in a natural setting which included the core play opportunities of the indoor playrooms. Children thrived in an environment which allowed them to decide on the level of risk in their play and to test their bodies through activities. They included including climbing trees and ladders, build dens, creating water slides and many other activities which they could do in groups and by themselves.

Older children were given responsibility for risk assessing the play area before their friends went out to play. We saw that children took their responsibilities seriously and were proud of their contribution to their friends safety.

We spoke to the manager and staff about possibly rethinking the use of space in the downstairs play rooms. This could create a larger more open area for younger children to explore and further improve the overall quality of their experience. The manager was open to considering this and said she would discuss it further with staff and families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good
Quality of staffing

Findings from the inspection

All staff members were qualified or in training for the post they held. Registration with the Scottish Social Services Council (SSSC) was checked at the point of recruitment. The SSSC are the body who register care staff and set the qualifications necessary for each post. This reassured us that the manager understood their responsibility to building a professional team.

Recently recruited staff told us they found their induction process had been thorough and helped to prepare them for their role in the service. Staff were positive about the training opportunities available to them both in house and through East Lothian Council. We saw that training had impacted positively on the team who were confident in describing how they used their knowledge of best practice and key documents to support children’s learning and development.

Staff confirmed that they received supervision and monitoring of their work on a regular basis. This helped ensure that they understood and were able to meet the requirements of their role in the service. The manager had recently introduced an annual ‘suitability update’ for all staff which looked at their performance in relation to their role and took account of any significant changes which might impact on this.

Throughout the service we saw examples of positive affirming interactions between staff and children. Staff took genuine pleasure in recognising and celebrating children’s achievements. These nurturing experiences helped children develop a positive self image, develop social skills and feel at home in the nursery.

Parents we spoke to during the inspection spoke highly of the staff team. They praised them for their communication skills, their willingness to listen and for their ability to respond to requests and enquiries about their children’s care and development. This supported open communication which allowed parents to feel comfortable in asking questions and discussion all aspects of their children’s care.

We concluded that staff were knowledgeable, well supported and able to apply the skills developed through training and effective support from the management team to ensure children experienced a high quality of care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good
Findings from the inspection

Since the last inspection the manager had settled into her role and developed in confidence. This had resulted in considerable improvements across the nursery.

Staff and parents told us the manager was a frequent visitor to the play rooms. They felt she knew staff and children well. The manager talked of the importance of these visits in ensuring that she understood staff skills and areas for development and that children received a quality service that supported and nurtured them.

An understanding of staff skills helped to ensure that these were used effectively to support children learning across early years and to ensure their role in protecting children. Staff told us the manager would often direct them to reading material or courses they might be interested or that might support their development as practitioners.

The manager understood the importance of consistent and effective quality assurance systems in setting goals and in monitoring the service. Embedding the ‘week done’ system of quality assurance helped to ensure she had a clear overview of the nursery, its strengths, areas for development and who was accountable for them.

The nursery’s improvement plan, developed with input from staff and parents, identified key improvements. These were reviewed regularly to ensure they remained relevant to the needs of the service and were on target. This indicated that the quality assurance systems were effective and reassured us that on going improvements would continue.

Since the last inspection the manager had reviewed leadership roles within the nursery. Several of the roles she had been responsible for had been delegated either to the Deputy Manager or to individual members of staff. She agreed that the effect of this distributed leadership was to allow her to focus on the aspects of management she and individual team members were strongest in.

We concluded that the manager led a staff team of reflective forward thinking practitioners who understood the importance of team work. She had high expectations of staff and had worked with them to achieve sustainable improvements in the overall quality of children’s daily experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good
Previous requirements

Requirement 1

To ensure that the service provider can ensure positive outcomes for children by employing only those staff who are or can be registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body. The provider must:
- Take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body may carry out work in the care service in a post for which such registration is required and that newly recruited employees are capable of achieving such registration within six months of commencing in post.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 9(2)(c) which refers to the provisions of regulations 6(2)(a) and 7(2)(d) whereby any person, who in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered; also regulation 15 - Staffing, and regulation 19 Offences, in particular regulation 19(1) which makes it an offence to contravene or fail to comply with regulation 9(1) together with and the Regulation of Care.

Timescale: The service provider must forward to the Care Inspectorate the new procedure for verifying that all staff can complete SSSC registration within the given six month period.

This requirement was made on 4 November 2015.

Action taken on previous requirement

We spoke to the manager and looked at the most recent staff recruitment folders. They showed that the service acted on the requirement by employing only those staff who are or can be registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body and that newly recruited employees are capable of achieving such registration within six months of commencing in post.

Met - within timescales

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

Previous recommendations

Recommendation 1

To ensure that each child’s care and support needs continue to be met, it is recommended that each child has an up to date personal plan which is reviewed and update at least once every six months. National Care Standards for Early Education and Childcare up to the age of 16. Standard 6 - Support and development.
This recommendation was made on 4 November 2015.

**Action taken on previous recommendation**
We looked at a sample of children’s personal plans. We were satisfied that these plans were up to date and reviewed at least once every six months. The recommendation was met.

**Recommendation 2**

To enhance opportunities for children to become independent and practice social interactions, staff should improve the lunch routine for older children to include opportunities for staff to have time to sit and socialise with children and provide opportunities for children to serve themselves and assist with clearing away their dishes after lunch. National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - Quality of experience.

This recommendation was made on 4 November 2015.

**Action taken on previous recommendation**
We observed lunch time routines. We saw that staff sat with children during lunch supporting and encouraging conversation and social skills. Children were given age appropriate opportunities to practice serving themselves and assisting with clearing up. The recommendation was met.

**Recommendation 3**

To ensure that a clean and well maintained environment is provided for children, the manager and staff should develop an effective system for monitoring the cleanliness of the nursery. Appropriate disposal bins should be provided in line with the NHS document Infection Prevention and Control in Childcare Settings and the Care Inspectorate document Hand Hygiene - How to support Improvement. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment.

This recommendation was made on 4 November 2015.

**Action taken on previous recommendation**
We walked around all areas of the nursery and found that they were clean and well maintained. Disposal bins and hand washing routines followed the guidance in the NHS document Infection Prevention and Control in Childcare Settings and the Care Inspectorate document Hand Hygiene. The recommendation was met.

**Recommendation 4**

To make sure that staff keep up to date and develop the necessary skills and knowledge about child protection, the provider should ensure child protection training is accessed in a timely manner when it is identified that this is a gap in individual staff training. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing.

This recommendation was made on 4 November 2015.

**Action taken on previous recommendation**
We looked at training records which showed that the manager had developed a system to ensure that all staff took part in regular training in protecting children. We asked a sample of staff questions which tested their understanding of child protection and off their responsibility to the children in their care. We found staff were confident and competent in their responses.
The recommendation was met.

Recommendation 5

To ensure that the spread of infection risk is minimised and that children’s privacy and dignity can be maintained while using the toilet or having their nappy changed the provider should install a door to the downstairs changing area and an opaque coating to the window. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment.

This recommendation was made on 4 November 2015.

Action taken on previous recommendation
The provider had installed a suitable door to the downstairs changing area.
The recommendation was met.

Recommendation 6

To ensure that all children have access to a range of activities throughout the day which promotes curiosity, inquiry and creativity staff should ensure that quality core resources are available throughout the day. This should include taking account of guidance offered in Building the Ambition - National Practice Guidance on Early Learning and Childcare Children and Young People (Scotland) Act 2014.
National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - Quality of experience and Standard 11 - Access to resources.

This recommendation was made on 4 November 2015.

Action taken on previous recommendation
Staff were able to describe the improvement to the quality of activities that had been put in place since the previous inspection. We walked around all of the playrooms and found that all children had access to play opportunities which supported them to reach their potential. Core resources were available at all times.
The recommendation was met.

Recommendation 7

To ensure that staff can be registered with the SSSC the provider should check SSSC at the point of recruitment. Where it is a first employment SSSC registration should be applied for as early as possible to ensure it can be completed within the six month period. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

This recommendation was made on 4 November 2015.

Action taken on previous recommendation
A system was in place to ensure that staff were eligible to be registered with the SSSC.
The recommendation was met.

Recommendation 8

The manager should ensure that staff are aware of the purpose of the Weekdone tool and offered effective support where they identify challenges in the workplace setting. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

This recommendation was made on 4 November 2015.
Action taken on previous recommendation
It was apparent from conversation with a sample of staff that they understood the purpose of the Weekdone tool and that the tool was used effectively and, when necessary confidentially, to support staff in meeting the challenges of their role.
The recommendation was met.

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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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>28 Jul 2015</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 3 - Adequate</td>
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<td></td>
<td></td>
<td>Management and leadership 3 - Adequate</td>
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<tr>
<td>30 Sep 2014</td>
<td>Unannounced</td>
<td>Care and support 6 - Excellent</td>
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<tr>
<td></td>
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<td>Environment 6 - Excellent</td>
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<td></td>
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<td>Staffing 6 - Excellent</td>
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<td></td>
<td></td>
<td>Management and leadership 6 - Excellent</td>
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<tr>
<td>23 Oct 2012</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<tr>
<td></td>
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<td>Environment 4 - Good</td>
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<td></td>
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<td>Staffing 5 - Very good</td>
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<td></td>
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<td>Management and leadership 5 - Very good</td>
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