Blossom Day Nursery
Day Care of Children

15 b/c Bath Street
Edinburgh
EH15 1EZ

Telephone: 0131 657 2233

Type of inspection: Unannounced
Inspection completed on: 12 July 2017

Service provided by:
Joan Finlayson trading as Blossom Day Nursery

Service provider number:
SP2003002966

Care service number:
CS2003012071
About the service

Blossom Day Nursery is registered to provide day care to a maximum of 22 children age 0 to 8 years of age. The nursery is situated in a residential area of Portobello in the city of Edinburgh.

The nursery operates year round, 5 days a week between 7:30 am and 6 pm. The provider is J. Finlayson trading as Blossom Day Nursery.

The building provides resourced playrooms for the age range of children who attend. The service is close to shops, local amenities and bus routes.

Following this inspection the risk assessment document we use to determine the level of regulation has been reduced to a low.

What people told us

On the day of our inspection, approximately 11 children used the service. We observed children enjoying their play. They were confident and happy. Those who were able to told us what they liked to do.

Carers include parents, guardians and relatives. They do not include care staff.
We gathered the view of twelve parents/carers of children using the service. Nine carers’ returned care standard questionnaires and three took part in the inspection. They told us what they liked and what could be improved.

Parental comments included:
“I am very happy with Blossom. I get a lovely newsletter every month. My child is always happy to go”.

“This is a friendly and accommodating nursery. My child has come on well since attending here. My child is offered lots of activities and lots of outdoor play. They also bring home drawings/artwork regularly. It would be nice to get a bit more feedback”.

“Blossom day nursery has a friendly, cosy family feel about it and all the staff seem to really care and know the children. We feel very happy leaving our child there”.

“The staff are caring and well trained. Though the development plan for my 1 year old was not shared formally I have access to the online development journal which keeps me informed of daily activities. I am not sure of forward development/learning plans but am sure the staff will raise issues/concerns as appropriate. Overall I am extremely happy with the facility and staff”.

“Lovely, friendly nursery with very helpful caring staff”.
Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own action plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

- Quality of care and support: 4 - Good
- Quality of environment: 4 - Good
- Quality of staffing: 4 - Good
- Quality of management and leadership: 4 - Good

Quality of care and support

Findings from the inspection

Particular strengths were how staff used the children’s personal plans to guide their work.

We saw happy, independent children involved in a range of play activities. Staff listened to what children had to say and respected and acted on their views. Children’s achievements were recognised and celebrated. Resources were easily seen and children were familiar with the play areas, resources and toys. Staff plan to progress this.

Staff keep parents informed about children’s progress and provided opportunities to involve them. Parents suggested ideas which were simple and easy to implement to enrich development. Although parents were part of the service, some parents wanted the opportunity to become more involved and be informed more regularly about their child’s personal plan. The management team have agreed to progress these points including providing time out for staff to update plans and to inform parents on a regular basis.

Staff applied the wellbeing indicators of (SHANARRI) from the national framework ‘getting it right for every child’, and had begun to incorporate the language of the wellbeing indicators into everyday activities and experiences. Children were nurtured, and enjoyed being there. Personal plans were more in use and showed what children and staff were working on. They identified targets and linked to health, wellbeing and safety and other curricular areas. Although these were easily accessible, staff agreed that learning targets could be more visible for the children and agreed to consider how children could be further involved in setting their own targets.

Children were being cared for in a safe and secure environment. Staff understood their roles and responsibilities for keeping children safe. They had recently undertaken training on Child Protection and had a good understanding about the procedures to safeguard children.

The grade for this theme has improved. Based on the findings of this inspection the grade for this theme is good.
Quality of environment

Findings from the inspection

Staff had worked hard to improve outcomes for children. A particular strength was the way children used the environment including the back garden.

The environment was fresh and hygienic. Parts of the environment had been improved including the overall appearance, some furnishings and staff practice around infection control. Displays were easy to understand and information was accessible and meaningful. The atmosphere was at times calm and relaxed. Children knew their way around and were comfortable here.

Because children used outdoors more the staff were able to see more clearly what children experienced. This meant their observations helped them to provide care linked to what children needed or were interested in. The routine and staffs practice had been amended to allow children more independence and choice.

Staff were stationed outdoors as part of the routine. Outdoors areas were used similar to the indoor environment, children decided where to play. Children spend more time outdoors and were able to choose from a variety of different toys including natural resources. They directed their own play and staff plan to extend this.

Children were able to choose from a wide variety of natural toys, games and equipment both indoors and outside. Although children spend a lot of time outdoors parents thought they should spend more time on trips and outings and we have advised the manager to include this as part of the regular routine.

Health, wellbeing and safety were a priority of the service. Staff encouraged and supported children to be healthy. Children had opportunities to learn about healthy lifestyles. They enjoyed brushing their teeth and were confident in the hand washing routine. The snacks were freshly prepared and meal times were unrushed. Children enjoyed serving and clearing away. Staff plan to provide more cooking experiences for the children.

The grade for this theme has improved. Based on the findings of this inspection the grade for this theme is good.
Findings from the inspection

Particular strengths were how the staff and management team had worked to facilitate change and improvement.

The staff were caring, trained, and motivated. Staff were informed about children’s needs and development ensuring delivery of appropriate care routines. We observed staff interacting with the children; they were caring, considerate and had a professional manner. The children were confident and at ease communicating with them. We heard staff reinforcing positive behaviour and they praised the children regularly. The staff and children had formed positive relationships.

Staff were attentive in ensuring children felt included and respected. Children received praise, encouragement and affection from staff. They were treated with respect and dignity.

Staff were supported, and consulted each other regularly. Since the last inspection the staff team have reflected on their practice and made improvements resulting in better outcomes for the children.

Staff told us that training including ‘getting it right for every child’ (Girfec), self-assessment, food hygiene and first aid had kept their knowledge and skills up to date and had impacted positively on children’s experiences and their practice. They were clear in their role and responsibilities. Staff knew how they wanted to progress the service.

Because the work of the staff was formally monitored the management team were able to better advise the staff of their strengths and what needed to be improved. Since the last inspection staff were more involved, they had a better understanding of the purpose of their job, targets to measure performance and their own professional development.

The grade for this theme has improved. Based on the findings of this inspection the grade for this theme is good.
Quality of management and leadership

Findings from the inspection

Particular strengths were the work of the management and staff team to improve the service following our last inspection.

Management of the service continued to work through the inspection improvement plan and a programme of self-evaluation, as a result partnership with children, parents and staff had been strengthened.

There was evidence of consultations with parents and staff. There was a commitment to developing further, opportunities for parents and staff to become more involved.

Management of the service had introduced a more focussed monitoring calendar and used this to observe practice and lead discussions with staff. This enabled management to check understanding ensuring staff were following good practice guidelines.

The staff team had been given opportunities to make a fuller contribution and had adopted leadership roles. We found that management knew their staff well and were supporting them on their improvement journey. As a result staff had a greater understanding of their work and were beginning to see the impact of this.

The service was better managed and led. The management team were approachable and supportive of the staff. We found that management could demonstrate how outcomes for children, parents, and staff had improved following the use of the quality assurance systems now in place. There was a continued commitment from the management team and staff to progress the service.

An improvement plan had been developed and we have advised the manager to continue to involve service users, parents and staff.

The grade for this theme has improved. Based on the findings of this inspection the grade for this theme is good.
Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

To improve learning and outcomes for children, personal plans must be reviewed. They should detail strategies to meet those needs. They should be individualised and inform staff practice to improve outcomes for the children using the service.

This is in order to comply with the requirements of The Social Work and Social Care Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory instrument No. 210, Regulation 5 - personal plans. Timescale for completion - 31 October 2016.

This requirement was made on 6 July 2015.

Action taken on previous requirement

Personal plans have been reviewed and contained relevant information.

Met - within timescales

Requirement 2

Children should be kept free from the potential risk of infection. The provider must ensure that:

- Worn surfaces and furniture are repaired or replaced.
- Toilet doors are fitted to the children’s toilets.
- There is enough equipment and natural materials in the baby room.
- Hygiene throughout the environments is significantly improved.

This is in order to comply with the requirements of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument No. 210, Regulation 10 (2) (d) -
fitness of premises and Regulation 4 (1) (a) - welfare of user.

Timescale for completion - by 31 October 2016.

**This requirement was made on 6 July 2016.**

**Action taken on previous requirement**
Furnishings we saw at the inspection were suitable, toilet doors had been fitted, there were natural materials in the baby room and a cleaner had been employed.

**Met - within timescales**

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**Requirement 3**

To improve outcomes for children, staff must identify and make improvements to their practice, the routine, the how children use the environment.

This is in order to comply with the requirements of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument No. 210, Regulation 15 (a) - staffing.

Timescale for completion - by 31 October 2016.

**This requirement was made on 6 July 2016.**

**Action taken on previous requirement**
The routine has been amended, children now use outdoors and inside and staff use information in the children’s plans to inform their work.

**Met - within timescales**

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**Requirement 4**

To improve outcomes for children, staff must consider and demonstrate the impact of training and development.

This is in order to comply with the requirements of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument No. 210, Regulation 15 (a) - staffing.

Timescale for completion - by 31 October 2016.

**This requirement was made on 6 July 2016.**

**Action taken on previous requirement**
Staff are more involved in quality assurance and are more aware of the purpose of their role, their work is monitored and outcomes for children have improved following training and development.

**Met - within timescales**
Requirement 5

Written procedures about positive behaviour management must be appropriate and in accordance with best practice. The procedure should direct staff and assure parents. The provider and manager must ensure that staff update their awareness and knowledge to deal with behaviour appropriately.

This is in order to comply with the requirements of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument No. 210, Regulation 15 (a) - staffing and Regulation 4(1) (b) - welfare of users.

Timescale for completion - by 31 October 2016.

This requirement was made on 6 July 2016.

Action taken on previous requirement
Staff dealt with behaviour appropriately, they had attended training and the behaviour management procedure had been renewed.

Met - within timescales

Previous recommendations

Recommendation 1

The staff team must review and update their personal protective equipment practice and use it appropriately in accordance with best practice.

National care standards for early education and child care up to the age of 16, standard 2: safe environment and standard 12: confidence in staff.

This recommendation was made on 6 July 2016.

Action taken on previous recommendation
Staff practice around the use of disposable gloves had improved therefore this recommendation is considered addressed.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.
No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
enquiries@careinspectorate.com
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