Start Bright Nursery
Day Care of Children

449 Gilmerton Road
Edinburgh
EH17 7JG

Telephone: 0131 629 4948

Type of inspection: Unannounced
Inspection completed on: 22 August 2017

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

Care service number: CS2012313063
About the service

Start Bright Nursery operates from a two storey former dwelling house in the Liberton area of Edinburgh. The service consists of playrooms, toilet and changing facilities, kitchen, staff room and office space. The service has outdoor areas on all sides. The pre school play room opens directly onto the garden.

The service is registered to provide a care service to a maximum of 56 children aged from birth to those attending primary school as follows:

- Fifteen children aged from birth to 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 in 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 adult to child ratio until the number of children attending at any one time exceeds 10.

The service may operate Saturdays and Sundays from 7.30 am - 6.00 pm.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer healthier lives. We check that services are meeting the principles of Getting It Right For Every Child (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, practice, 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 these indicators at inspection to assess how services are making a positive difference for children.

What people told us

During the inspection we spent time observing and chatting to some of the children. Older children were happy to chat to us and to show us some of the project work they had been involved in. Some children invited us to join in their play, others were keen to show us their skills in the outdoor area. Their comments included “Look at me, now I can hang upside down on the climbing frame” and “I’m making an obstacle course with everyone we’re going to see who can walk across it without falling of.” We saw that children enjoyed positive relationships with staff who were supportive and encouraging in their interactions with children.

Before the inspection took place we sent 15 Care Standards Questionnaires to the service for distribution among families. Eight of these were returned to us before the inspection took place. All of the respondents told us they strongly agreed with the Statement “Overall I am happy with the quality of care my child receives in this nursery.”

Individual comments included:

“This is a wonderful environment, there are great activities and outings. Staff are fantastic and always have my child at the heart of what they want to achieve.”
“Staff regularly ask me how my child is and what they’ve been doing at home.”
“I’m asked about how my child has slept and so on.”
“We’re very happy with our child’s development since coming to the nursery.”
“My child enjoys nursery and is able to play and learn with other children.”
“The manager is approachable and always happy to help.”
“My child loves the nursery and doesn’t want to leave.”
“I constantly see new resources and there have been big improvement to the garden.”
“My child is very happy at nursery, always full of smiles. They always tell me stories about what they’ve been up to. Staff are very supportive and have my child’s best interests at heart.”

**Self assessment**

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

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

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<thead>
<tr>
<th>Quality of care and support</th>
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**Quality of care and support**

**Findings from the inspection**

We saw examples of kind, caring and nurturing interaction with children across the nursery. It was apparent that staff had a good understanding of children’s needs and interests. They used this information to support children’s development and general wellbeing. This helped ensure that children were relaxed and confident in staff’s care and ready to make the most of the opportunities available to them.

Children’s general wellbeing was managed because staff supported and encouraged children to take part in hygiene routines including hand washing and tooth brushing and in road safety when they were out and about. Older children were able to tell us why these routines were important in looking after their bodies and keeping safe. We spoke to a sample of staff and were satisfied that they understood their role in supporting the service’s child protection policy and procedures.

Medication records and the recording of accidents and incidents were maintained and followed best practice guidance. However these records and others that we sampled including children’s folders were not always signed and dated. We made a recommendation about this. (See recommendation 1).

We saw evidence that staff had identified and appropriately referred children who’s development might benefit from the professional assessment and support from other relevant agencies. It was apparent that staff were aware of the importance of sensitive engagement with parents in this process.
We looked at a sample of children’s information and their ‘All about Me’ folders. We could see that work had been done to improve the quality of information recorded and in identifying next steps in children’s development. The manager was aware that this area could be developed further and a member of staff had been identified to monitor folders and provide feedback to staff. We will monitor progress in this area at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that on all occasions where records of any kind are made in relation to children they are signed and dated. This is in order to improve record keeping and tracking of events.

National Care Standards Early Education and Childcare up to the Age of 16.
Standard 14 Well-managed service.

Grade: 4 - good

Quality of environment

Findings from the inspection

Children’s independence and their ability to make decisions about what they wanted to play with was supported because toys and resources were easy for them to access without adult support. This helped promote self-directed play. Staff in the baby and toddler rooms, where many children were pre-verbal, used their knowledge of children and their observation skills to assist them in expressing their views. This supported childrens growing independence and confidence.

Outdoor and active play was available to all of the children. Pre-school children were able to access the outdoor play space directly from their playroom. Many of these children chose to spend most of their time outdoors. Active play was well supported by staff and through the use of, for example, fixed equipment and loose parts including tyres which could be used for many purposes. This allowed children to create challenges for themselves and decide on the level of risk they were willing to take.

Overall we saw an improvement in the range and quality of resources available to children. Staff reported that the increased use of loose parts had supported and developed active and imaginative play among all ages.

The manager recognised the need for balance in the opportunities children had for play and rest. All of the play rooms had areas where children could rest and have some quiet time. Younger children benefited from a sleep room with cots where they could sleep in comfort. A member of staff stayed in the room with the children while they slept. A sleep checking chart was also maintained.

Older children had the opportunity to make their own play dough and to cook and bake for some of their snack food. Most age ranges took part in tasks including tidy up time. Taking part in these roles which supported the group as a whole helped children to develop a feeling of belonging to the nursery family.
Staff were aware of local resources and used them well to support the range of experiences available to children. They included local walks and visits from the mobile library.

We found that particularly in the pre school play room children would benefit from taking part in more challenging activities which supported their overall development and understanding of their world. We made a recommendation about this. We suggested documents including Building the ambition and the Education Scotland website at education.gov.scot for support and ideas in this area. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that in order to support children’s overall development, increase independent thinking and analytical skills staff in the pre school room look for opportunities which provided children with more challenge and opportunities to experiment in their daily play.
NCS Standard 5 Quality of Experience.

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff in the nursery were confident and positive about their individual roles. In conversation with a sample of staff we found they had a good understanding of the key documents underpinning their practice. They were clear about their role in protecting children and the responsibility this placed upon them. They asked questions of the inspectors and were eager to receive constructive feedback which would support on-going improvement of their practice.

Since the last inspection took place the provider and the manager had worked together on delivering fortnightly training sessions for all staff. Staff were positive about these opportunities confirming that they had looked at areas including loose parts play, outdoor and active play, child protection, Building the Ambition and other documents underpinning early years practice. We saw that these regular training sessions had an impact on the service. We felt that staff would benefit further if they were able to attend external courses from time to time. We made a recommendation about this. (See recommendation 1).

Staff were given leadership opportunities within the service. They included reviewing children’s folders, ensuring that risk assessments were up to date and planning an open day. They were able to explain the extent of these roles and their responsibility for passing on appropriately any concerns they found in the course of their duties.

During the inspection we looked at procedures in place for the most recently recruited member of staff. We found the provider was aware of and followed safer recruitment practice in this area.
Staff were registered with the Scottish Social Services Council (SSSC). The SSSC is the body responsible for all staff working in the care sector they decide on the qualifications required for each role. Staff must be registered with the SSSC in order to work in the care sector. We asked the provider to check that staff were appropriately registered for the responsibilities of their roles. The provider agreed to do this and we will follow this up at the next inspection.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 1

1. It is recommended that staff should be given opportunities to attend external training courses. This would allow them to benefit from specialist input and from the professional discussion with colleagues from other early years settings.

NCS Standard 13 Improving the service.

**Grade:** 4 - good

**Quality of management and leadership**

**Findings from the inspection**

The service valued the input of parents in the delivery and ongoing improvement of the service. They had used a number of ways to engage parents including the use of questionnaires, parents evenings and a family day planned for late August.

The services complaints policy gave families information on how to take forward any concerns they might have and included information on how to contact the Care Inspectorate at any time.

Spending regular time in the playrooms helped the manager to develop a clear understanding of the strengths and areas of development for individuals and the staff team as a whole. This was taken account of in areas including training and 1-1 support and supervision and used to support on-going improvement.

The manager was committed to the ongoing improvement of the service and had taken account of the areas for improvement identified at the last inspection when looking at future development of the service. We could see that this had had a positive impact on all aspects of the service.

We asked the provider and the manager to continue to use quality assurance to address areas for improvement and recommendations made in this report. They agreed to do this. We will follow this up at the next inspection.

**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

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

The provider had implemented effective procedures to improve the learning and development opportunities available to them. Resources had been improved, were more appropriate to the needs and interests of the children which led to better outcomes.

Sufficient progress had been met for us to consider the requirement was met. We asked the provider to continue to monitor this area in order to help ensure continued improvement.

Met - within timescales
Requirement 2

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.

This requirement was made on 12 October 2016.

Action taken on previous requirement

The provider had reviewed and improved the systems for risk assessing the environment. They included regularly monitoring the quality of toys and resources and taking appropriate action to deal with any concerns. We spoke to a sample of staff who were able to describe their responsibility for ensuring that children were cared for in a safe environment.

Sufficient progress had been met for us to consider the requirement was met. We asked the provider to continue to monitor this area in order to help ensure continued improvement.

Met - within timescales

Requirement 3

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.
This requirement was made on 12 October 2016.

**Action taken on previous requirement**
The provider had reviewed and improved quality assurance procedures within the nursery. Audits were now in place which had been effective in addressing the areas of concern identified in the requirement. There was evidence that staff received regular support and supervision of their practice. Staff with delegated responsibility were supported in their roles.

Sufficient progress had been met for us to consider the requirement was met. We asked the provider to continue to monitor this area in order to help ensure continued improvement.

**Met - within timescales**

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

**Previous recommendations**

**Recommendation 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.

This recommendation was made on 12 October 2016.

**Action taken on previous recommendation**

We observed the lunchtime routines for children throughout the service. The timing and serving of meals had been improved. Children were well supported by staff. This helped ensure that lunchtime was a positive social experience for all children.

**Recommendation 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.

This recommendation was made on 12 October 2016.

**Action taken on previous recommendation**

The provider and the manager had worked with staff to improve the overall quality of information in children’s folders and this had led to improvements. We were satisfied that on going work in this area would continue in order to ensure that staff were clear about their responsibilities. We will follow this up at the next inspection.
Recommendation 3

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.

This recommendation was made on 12 October 2016.

Action taken on previous recommendation

The provider and the manager had worked with staff and we saw improvements in staffs expectations of children’s ability and in the challenge provided by activities. We spoke to the manager who agreed that there was still work to be done in increasing challenge in activities. We were satisfied that they would continue to monitor this area which we will follow up at the next inspection.

Recommendation 4

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.

This recommendation was made on 12 October 2016.

Action taken on previous recommendation

The provider and the manager had considerably increased the training opportunities available to all staff. Staff were positive about the impact this had on all areas of the provision. We will monitor the on going impact of training at the next inspection.

Recommendation 5

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.

This recommendation was made on 12 October 2016.

Action taken on previous recommendation

The provider and the manager had reviewed the support and supervision arrangements for staff. We looked at a sample of these records, they identified strengths, areas for development and how they would be met. Staff confirmed that they received formal recorded support and supervision from the manage on a regular basis which they found supportive in their daily work with children.
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>Grade</th>
<th>Care and support</th>
<th>Environment</th>
<th>Staffing</th>
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