Little Hawthorn Bonnyrigg
Day Care of Children

46 Moorfoot View
Bonnyrigg
EH19 3EP

Telephone: 0131 261 6260

Type of inspection: Unannounced
Inspection completed on: 8 May 2018

Service provided by:
Natalie Hollerin

Service provider number:
SP2005007217

Care service number:
CS2012312985
About the service

Little Hawthorn Bonnyrigg is registered to care for a maximum of 24 children aged between six months to not yet attending primary school. A maximum of ten children aged six months to two years may be cared for downstairs. The service is based in a two storey former family home in the town of Bonnyrigg. Accommodation consists of six playrooms, an enclosed garden, toilets, nappy changing facilities, kitchen and a staff room. The nursery has been registered with the Care Inspectorate since August 2013.

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. 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

Children knew who we were because staff had displayed a photograph of the inspector and told children about our visit. Many of the children were eager to chat to us about the nursery and showed us their favourite toys and places to play. Individual comments included:

“I know why you’ve come, it’s to see all the things we do and make sure we’re all right.”
“I love swimming it’s my best thing, I can swim now.”
“I like to play with my friends I don’t have a best friend I have lots of friends.”
“When you go in the garden you can run and that helps you to stay healthy.”

Before the inspection took place we sent ten Care Standards questionnaires to the service for distribution to families. Five of these were returned to us before the inspection took place. Four respondents strongly agreed and one agreed with the statement “Overall, I am happy with the quality of care my child receives in this service.” The following representative comments were made:

“I am really happy with the nursery. The staff could not be more helpful and caring toward my child. They are always on hand to answer any questions I have.”
“I feel confident and happy to leave my children in the care of staff at nursery. Thanks to them my youngest child settled very quickly and is beginning to show lots of confidence at nursery.”
“My child loves their time at nursery, has made so many friends and loves singing and using the wooden spoons which he tells me about every day. It’s getting them home that is the hard part.”
“My child loves the nursery and feels very confident coming in the morning. The staff make us feel very welcome.”
“The staff always go the extra mile for my child. I am happy to leave my child and can go to work knowing that my child is receiving the best possible care.”
**Self assessment**

The service had 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 the provision within the service.

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>4 - Good</td>
</tr>
<tr>
<td>Quality of environment</td>
<td>4 - Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>4 - Good</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>4 - Good</td>
</tr>
</tbody>
</table>

**Quality of care and support**

**Findings from the inspection**

All of the interactions we observed between staff and children were kind and caring. Children were confident in approaching staff for help and support. Most staff knew the children in their care very well and were confident in describing their stage of development and interests.

We saw examples of well written observations and next steps for children’s individual development. We asked the manager to consider how less experienced staff could be supported in this area so that all observations and next steps were meaningful and had a positive impact on children’s development. The manager was aware of this and explained the work she was undertaking in this area.

The service used a responsive planning model which helped to ensure that children’s ideas influenced the activities they took part in. We saw examples of how this worked well and where it resulted in children feeling empowered and confident. There were occasions when we felt staff could be more proactive in supporting children’s play. For example over the two days of the inspection when most children were outdoors there was no mud or water in the mud kitchen and the area was not used at all. We discussed the importance of staff setting up areas so that they were inviting to children who were interested into the play. The manager agreed to take this forward, we will follow this up at the next inspection.

We saw positive examples of staff helping children negotiate with one another and solve problems through discussion. This helped children to develop confidence and life skills which supported their self esteem.

Children were encouraged to follow good hygiene practices including hand washing at regular points through the day. Older children were confident in telling us why these steps were important in protecting them from infection.

A cook was employed to provide children’s meals and snacks following guidance in the NHS Scotland document ‘Setting The Table’. Information about this was given to parents to avoid duplication of food at home. However we saw that some of the food children were given at snack time was not in line with best practice. We asked the manager to review this in line with best practice. She agreed to do this. We will follow this up at the next inspection.
Findings from the inspection

We looked around all parts of the building and outdoor space used by children. Refurbishment of the nursery was taking place, most rooms had been painted and the stair carpet had been replaced. Changes had been made to the garden area with the introduction of more loose parts play materials. This had which improved opportunities for children to be involved in imaginative and challenging play. The layout of the building did not lend itself to free flowing outdoor play however during the two days of the inspection we saw that children were able to choose to play outside when they wanted to.

Staff told us that the provider was responsive to requests for toys and resources. We could see that resources continued to be developed. Opening up the three downstairs playrooms to all of the under two year olds staff had increased children’s opportunities to move around freely and make their own choices of what they wanted to play with. This had also led to larger areas, so for example instead of two or three small art areas children had one larger area with more resources which had the potential to lead to better outcomes for children.

We found that in the downstairs home corner there was a lack of plates and cutlery which restricted some play opportunities. Although the manager assured us there were resources in the toy store, staff were not aware of this and so had not replaced missing pieces. Better communication in this area would have improved outcomes for children.

Staff had added real fruit and vegetables to home areas to support children’s play. Some of these were past their best and should have been removed and replaced. We discussed this with the manager who accepted our findings and agreed to resolve the situation. We will follow this up at the next inspection.

Risk assessments were in place, staff were given responsibility for checking all areas of the building which helped ensure children were safe. A repair log was in place which helped the provider and the manager to identify areas which needed attention. We asked the manager to consider a priority system which would help ensure the most urgent areas received attention first. The manager agreed to do this. We will follow this up at the next inspection.
**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - good

**Quality of staffing**

**Findings from the inspection**

During the inspection we looked at a sample of the recruitment information in place for three of the most recently appointed members of staff. We found that safer recruitment procedures had been carried out. This meant that all staff had completed a Protection of Vulnerable group (PVG) check. The results of the checks were in place before staff took up their posts. Appropriate references were in place and staff had taken part in an induction process. Staff were registered with the Scottish Social Services Council (SSSC). The SSSC is the body which registers employees working in the care sector and sets out the qualification they must have or be working towards. Staff who are not registered with the SSSC within specific time scales may not be employed in the care sector.

Although all the required information was in place it was not always easy to find and there were inconsistencies in how individual files were maintained. We asked the manager to review the procedures in place to ensure consistency of recording, this would make it easier for the service to track recruitment procedures. The manager accepted our findings and agreed to take action.

We looked at the training opportunities available. Staff were positive about this aspect of their work and told us the manager did her best to ensure that staff were able to attend courses they were interested in and which supported their professional development. Recent training had included Building the Ambition. My World Outdoors, Conflict Resolution and Working with Boys.

In discussion and from observation we found that many staff were confident in describing how they used their knowledge from training to support their practice. However some staff needed additional support to ensure their interactions with children were focused, purposeful and provided the best outcomes for children. The manager was aware of this issue and described the actions she had taken and those she planned to take to ensure all staff received the support they needed. We will follow this up at the next inspection.

Room meetings and team meetings took place on a regular basis which helped ensure that communication between staff was effective. Staff told us they valued the opportunity these meetings gave them to discuss changes within the nursery, children’s progress and any new documents policies and procedures which impacted on their practice.

**Requirements**

**Number of requirements:** 0
Quality of management and leadership

Findings from the inspection

The manager was responsible for managing the nursery in Bonnyrigg and the one in Loanhead. She split her week between both services. The deputy manager took charge of the service in her absence.

The manager was well qualified and committed to the development of the service. She understood the importance of ensuring parents had a range of opportunities to communicate with the service and to express their views on its development.

An annual plan was in place identifying areas for development within the service. The plan was shared with staff and families so that they could track its progress. This showed that the manager was accountable to the service users and other stakeholders.

The service’s complaints procedure told parents how they could take forward any concerns about the service. However it did not make it clear that parents had the right to contact the Care Inspectorate at any point in the process. The manager agreed to make the necessary changes to the procedure.

The manager had developed quality assurance methods, some of which she was responsible for and some of which were delegated to staff. However it was apparent from the areas for development identified throughout the report that these were not completely effective in picking up areas in need of attention. The manager accepted out findings we will follow this up at the next inspection.

Four parents who returned our Care Standards questionnaires told us they strongly agreed and one agreed with the statement “Overall, I am happy with the quality of care my child receives in this service.”
Previous requirements

Requirement 1

As a result of an upheld complaint the following requirement was made. Premises are not fit to be used for the provision of a core service unless they are of sound construction and are kept in a good state of repair internally and externally. In this instance the provider must address future maintenance and repairs that impact on children's safety timeously. This is to comply with SSI2011/210 Regulation 10(2)(b)-Fitness of Premises. Timescale 15 March 2018

This requirement was made on 28 March 2018.

Action taken on previous requirement
The nursery embarked on a programme of refurbishment and ongoing maintenance

Met - within timescales

Requirement 2

As a result of an upheld complaint the following requirement was made. A provider must ensure that at all times suitably qualified and competent persons are working in the service in such numbers that are appropriate for the health, welfare and safety of the children. In this instance the provider must consider the following:

Providing staff in such numbers as to provide flexibility to cover lunch breaks, absences and routine events such as nappy changing.

Consideration must be given to the individual needs of the children and their circumstances.

Consideration must be given to the layout of playrooms and how children access them.

The manager must have sufficient management hours to undertake her role effectively.

This is in order to comply with SSI 2011/210 Regulations 15(a) and b(1).

An action plan must be submitted to the Care Inspectorate by April 5 April 2018

This requirement was made on 28 March 2018.
Action taken on previous requirement

The manager is supernumerary, an additional member of staff has been employed in the nursery to move between playrooms as required, this allows the service to provided flexible cover across the day. A sample of children’s folders and discussion with staff confirmed that children’s needs were known and met. The layout and use of playrooms had been reviewed.

Met - within timescales

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

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Aug 2016</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22 Jul 2014</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Type</td>
<td>Gradings</td>
</tr>
<tr>
<td>------</td>
<td>------</td>
<td>----------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
</tr>
</tbody>
</table>
To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

ارشادات جريدة تقويم تي أر تي دبليو. غير شكلين أورانگ زاون. فرندز كي باكتسي بيه -

चेतावनी के लिए पुस्तक के तौर पर उपलब्ध अन्य वर्तमान शिविर पर में विश्वास किया जाता है।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.