Little Hawthorn Bonnyrigg
Day Care of Children

46 Moorfoot View
Bonnyrigg
EH19 3EP

Telephone: 0131 261 6260

Type of inspection:
Unannounced

Completed on:
21 May 2019

Service provided by:
Natalie Hollerin

Service provider number:
SP2005007217

Service no:
CS2012312985
About the service

Little Hawthorn Nursery Bonnyrigg is registered to provide a care service to a maximum of 27 children aged six months to not yet attending primary school of whom no more than 13 are under two years. 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 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 (also known as GIRFEC). Scotland’s national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe; healthy; achieving; nurtured; active; respected, responsible and included.

What people told us

We observed children at play throughout the inspection. They were able to move around the playrooms with ease and were busy with their chosen activities. Several of the children were interested in the purpose of the visit and were happy to chat and show us around the nursery.

Before the inspection took place we sent ten Care Standards Questionnaires to the service for distribution among families. Four of these were returned to the Care Inspectorate before the inspection took place. Two of the respondents told us they strongly agreed and two agreed with the statement “Overall, I am happy with the quality of care my child receives in this service.” In addition we spoke to five parents during the course of the inspection. Representative comments are included below:

“I would never put my child anywhere else. They love going to nursery and the staff are amazing. They always go above and beyond. I always know what’s going on and I feel safe and reassured that the right care is being given.”

“Staff are very informative. Always help at the last minute if I need additional days assuming they are available. My children always go in very happy.”

“Overall I am pleased with the childcare provided by the nursery. I believe staff are very capable and take good care of my child.”

“The nursery has been a great find. My child loves coming here and I never have to worry because I know staff will contact me if there are ever any concerns.”

“My child really enjoys getting outdoors. They talk about playing in the garden all the time. Staff are kind and always make time for me if I have any questions.”

“I have had two children attending the nursery, I wouldn’t consider going anywhere else and have recommended the nursery to friends”

Concerns were raised about staffing and support for children using the toilet by themselves. We shared these comments with the manager. The manager agreed to take forward these comments and to share them with staff. She agreed to ensure that all parents were aware of staffing changes.
Self assessment

We did not ask the service to complete a self assessment in advance of the inspection. We looked at the service’s own improvement plan and quality assurance paperwork. We were satisfied with the evidence we saw in relation to improvement of the service.

From this inspection we graded this service as:

- **Quality of care and support**: 5 - Very Good
- **Quality of environment**: 4 - Good
- **Quality of staffing**: not assessed
- **Quality of management and leadership**: not assessed

What the service does well

Families were given a warm welcome into the nursery. We saw that staff took time to talk to parents as they dropped off and picked up their children. These conversations helped ensure up to date information between home and nursery which supported children’s general well being.

Staff were confident in describing the needs and interests of the children in their care. They used a responsive planning model to ensure that the child’s voice was heard and activities were led by children’s interests. We looked at a sample of children’s personal plans, the information recorded in them reflected children’s needs and interests as described by staff.

Children experienced consistent caring interactions from staff. Staff intervened appropriately when they saw that children would benefit from help in solving minor disputes. Effective use of problems during these interventions helped children to think about their impact on others and to develop social skills.

Staff understood the importance of effective transitions in supporting children’s confidence. This led to a focus on those who were moving onto primary school being supported by staff to visit the service they were moving onto. Several children spoke positively about these visits and told us they were looking forward to going to 'big school'.

The impact of training was apparent in the environment indoors and in the garden. The significant increase in the use of natural materials and loose parts gave children greater opportunities to be creative and to take risks in their play. Staff described the increase in children’s concentration and confidence as they used open ended materials in a variety of ways including building dens, making robots and creating see saws.

The playrooms on the ground floor for babies and toddlers, and the upper floor for older children had been opened up. This gave children access to three rooms on each floor instead of one. As a result children had access to a wider range of resources and more space to play with them. For example, instead of having two small home areas upstairs children had access to one larger area. Staff told us children now played for longer and with deeper concentration in those areas. Throughout the nursery children had access to comfort areas where they could rest and enjoy quiet time. We observed children to be busy and focused, they related confidently to staff and to one another.
What the service could do better

We asked the manager to review the nursery lunch time routines throughout the nursery. In particular we asked her to review the risk assessments and procedures for moving hot food from the kitchen into the playrooms. The manager agreed to do this.

We were aware that areas of the nursery had been refurbished, however we noted some areas that would benefit from further attention. We discussed this with the manager who agreed to prioritise these as part of the on-going programme of maintenance in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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

Previous requirements

There are no outstanding requirements.
Previous recommendations

There are no outstanding recommendations.

### Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
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<td>8 May 2018</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td></td>
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<td>Staffing 4 - Good</td>
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<td>Management and leadership 4 - Good</td>
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<tr>
<td>2 Aug 2016</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 5 - Very good</td>
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<td>Staffing 5 - Very good</td>
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<td>Management and leadership 5 - Very good</td>
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<tr>
<td>22 Jul 2014</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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