Jigsaw Childcare
Day Care of Children

40 Turnhouse Road
Edinburgh
EH12 8LX

Telephone: 0131 339 5557

Type of inspection:
Unannounced

Completed on:
8 July 2019

Service provided by:
Jigsaw Childcare LLP

Service no:
CS2008172841

Service provider number:
SP2008009684
About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Jigsaw Childcare is one of two nurseries provided by Jigsaw Childcare LLP. The nursery is registered with the Care Inspectorate to provide a care service to 66 children from birth to those not yet attending primary school.

The nursery is in partnership with City of Edinburgh Council to provide early learning and childcare.

The nursery is situated on the outskirts of Edinburgh close to major commuting links. The nursery building is a converted residential property with outdoor play spaces. Children are split into four age groups as they progress through the nursery.

Aims for the nursery have been developed and are shared with parents through nursery literature and notices. Aims included:

‘Jigsaw Childcare is a home environment with a family friendly atmosphere.’

We check 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We spoke to several children during our visit to the nursery. Children who could talk to us said that they enjoyed coming to nursery. Several were very excited about going on to school and were being well supported with that transition. We could see that children were confident in the way they approached staff and on the whole children were confident and secure in the nursery environment.

We issue a care standard questionnaire to a sample of parents using the nursery. This enables us to gather views and comments. We received 14 completed questionnaires out of 22 issued. All parents agreed that overall, they were happy with the quality of care their child received in the nursery. Additional comments included:

‘All staff in the nursery know my child, not just the ones in their room which is great.’ The nursery is clean and well presented and I am confident that my child is happy and well cared for.’

‘I am very happy with the service. Staff are professional, welcoming and caring. They build strong relationships with children and value their opinions.’

‘Staff in the baby room especially are happy, cheerful and caring. They make us and our child feel welcome.’

‘We like the fact that the nursery bring in external people to enrich the service it offers.’

‘Staff are young but appear to be very well supported by more experienced managers. Communication is good and staff do a wonderful job.’
‘My child has great fun at nursery, which is what childhood is about. He has grown in confidence and staff take great care of him.’

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:

- 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

Throughout the nursery each child was allocated a keyworker who helped to collate information about each child to ensure that care and support needs were met. Keyworkers ensured that transitions from room to room went smoothly and that information was shared with parents and passed to the next keyworker to ensure continuity of care. Movement to the next age group was well managed and staff took account of the child’s confidence and development before starting a transition which focussed on the child’s needs and took as long as necessary for the child to be confident and happy in their new playroom.

On the day of our visit some key staff were absent. However, staff, who were maybe not as familiar with the group of children they were caring for as the regular team members, were kind and respectful towards children. They had taken time to find out important information about each child to enable them to provide a good level of care. Children responded well towards all staff and were happy and confident in their care.

There were good opportunities for children to play outdoors. Older children had free flow access to a small outdoor area from their playroom. They used this area well for growing, building and mud kitchen activities. Children aged two-three played outdoors for quite long periods of the day. They used the larger area to the side of the building, which was also used by older children for parts of the day. We asked staff to ensure that children under the age of two years got out for longer periods of time although they did make good use of the local area for walks and outings when ever possible.

Procedures to keep children safe and promote health and wellbeing were well understood by staff. Although staff did not have first hand experience of child protection they understood their role and responsibility with regard to protecting children. They understood the child protection procedure and who they would report to if they were concerned for a child or their welfare. Managers had a very good understanding of their role in child protection and continued to refresh their knowledge and understanding in this subject. This helped to promote the safety and security of children.
Staff had implemented a rolling lunch routine for children aged three-five. This had been a challenge to establish but now provided children with greater opportunities for choice and independence. Staff monitored the procedure to ensure that children did eat and drink but said that the system was working well and children thrived on the responsibility. Lunch for children aged between two and three needed to be better organised. Clear boundaries for behaviour during lunch were needed and staff should ensure they sat with children. This would enable them to serve children at the table instead of standing above or behind them. This would make the experience more inclusive. We spoke to senior staff about the provision of cutlery and the quality of this. Smaller jugs were also needed to ensure that children could help to pour their own drinks without the many spillages from larger utensils.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Since our last visit to the nursery the interior had been painted and staff had carried out a significant amount of work to ensure the environment was calming but interesting to children. Communal areas provided parents with a good range of information about what was going on in nursery and the wider community. Children’s own artwork was used to good effect in all playrooms which indicates to children their work is valued and builds self-esteem.

Throughout the nursery there was a good understanding of loose and natural parts which are used by children for a number of play scenarios and promote the use of creativity and imagination. Children aged three-five had a room dedicated to loose parts, which they used very well for a range of activities including transient art. We suggested that woodwork opportunities could be further developed as an extension of the loose part play. For younger children we suggested that home corners could be further developed to take in the use of real life objects. The use and understanding of heuristic and treasure basket play would also enhance play for the youngest children.

Outdoor areas provided children with interesting places to play and there were enough resources for children to extend their play. Good use had been made of the natural environment close to the nursery. Older children went on regular nature walks and younger children used local parks and green spaces for outings. The nursery had re-invigorated their eco-school work to become a green flag school. We suggested that they could look at their use of plastic and wipes as part of this initiative.

Policies and procedures which told parents how their children were cared for and kept safe were in place, regularly reviewed and understood by staff. At our last inspection we had asked the nursery to make changes to their medication procedure to ensure that the administration of paracetamol based products was strictly monitored. This had been achieved and was being monitored by staff.
Quality of staffing

Findings from the inspection

Parents commented on the good quality of the staff group. On the day of our visit we assessed staff to be committed to providing children with an environment and care to promote positive outcomes. They achieved this through their training and continuing professional development. Training which had been undertaken by staff was on the whole being pulled through to practice and good opportunities for staff to identify training through their annual appraisal were in place. Senior staff had begun the process of encouraging staff to use reflection on their practice as part of their appraisal procedure. This helped staff to identify their own strengths and areas for development.

The recruitment procedure for the employment of staff followed clear and current guidance. We sampled three files and found that the procedure had been consistently carried out to ensure that those employed in the nursery were fit to work with children and had the capacity to promote positive outcomes for children. There had been some staff turnover in the last year and senior staff had tried to ensure that the impact of staff changes were minimised and that the quality of new staff coming into the nursery was sufficient to maintain the quality of care for children.

All staff were registered with the Scottish Social Services Council (SSSC). This body is responsible for the monitoring and development of the social care workforce. Staff needed to ensure that they continued to record their training to ensure they were able to meet the conditions for registration with the SSSC.

Regular staff meetings took place to enable staff to share information and take part in the assessment of the nursery. Senior staff had incorporated training into the meetings and some team building work to help strengthen the staff team. Staff said that they had enjoyed these sessions and felt them beneficial for understanding the direction of the service and gaining a further understanding of what was expected of them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good
Quality of management and leadership

Findings from the inspection

The nursery was well lead by the manager and supported by the area manager. The delegation of leadership tasks both for senior and room staff were clear. This helped to ensure that all staff were aware of their areas of responsibility.

Managers and staff had made some progress to make improvements to the nursery since their last inspection. They had made good use of good practice documents and self evaluation tools and had a clear vision for the service. Some of the improvements had been difficult to sustain due to staff changes but managers and staff were working well to try and achieve consistent improvement. They were familiar with the regulations which govern care services and understood when they should make notifications to the Care Inspectorate or the SSSC. These attributes contributed to the professionalism of the management team.

Parents confirmed that they felt included in the evaluation of the service. There was good evidence that parents were consulted with regularly on a range of subjects. The child’s voice was heard through planning of activities and evidence that children were consulted with as a matter of course. The staff group had contributed to the self assessment of the service which is used for the Standards and Quality Improvement Plan (SQIP). This plan is developed for the local authority to identify how the service is performing and to identify areas of development.

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

There are no outstanding requirements.
Previous recommendations

Recommendation 1
To support and enable the new manager of the nursery to develop further her managerial confidence, skills and knowledge the group manager should develop a well-defined support plan.
Health and Social Care Standards 3.14 - I have confidence in the people who support and care for me.

This recommendation was made on 14 August 2018.

Action taken on previous recommendation
There had been a change of manager since our last inspection. This recommendation was met.

Recommendation 2
To help ensure that there is good quality information available about each child, which can be used by staff to meet care and support needs, the management team should further develop the auditing system to ensure that there is consistent good quality of recording across the nursery.
Health and Social Care Standards 4.15 - I have confidence in the organisation providing my care and support.

This recommendation was made on 14 August 2018.

Action taken on previous recommendation
Sampled records evidenced that work had been carried out to ensure that information collected about children to meet care needs and help with transition to other playrooms or settings had been audited to ensure that information was complete. This 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.
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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>18 Jun 2018</td>
<td>Announced (short notice)</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
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<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<td></td>
<td></td>
<td>Management and leadership 3 - Adequate</td>
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<td>Environment 4 - Good</td>
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<td></td>
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<td></td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td></td>
<td></td>
<td>Staffing 5 - Very good</td>
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<td></td>
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<td>Management and leadership 4 - Good</td>
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<td>18 Sep 2012</td>
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<td>Staffing 5 - Very good</td>
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<td>Management and leadership 4 - Good</td>
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