

# Bright Horizons Bruntsfield Early Learning and Childcare Day Care of Children

7 Blantyre Terrace  
Edinburgh  
EH10 5AD

Telephone: 0131 603 8408

**Type of inspection:**

Unannounced

**Completed on:**

16 October 2019

**Service provided by:**

Bright Horizons Family Solutions Ltd

**Service provider number:**

SP2003000319

**Service no:**

CS2005110282

## About the service

Bright Horizons @ Bruntsfield is one of several nurseries owned by the provider Bright Horizons Family Solutions Ltd, an international childcare provider. The nursery is registered with the Care Inspectorate to provide a care service to a maximum of 49 children aged birth to five years of whom no more than 19 are under two years.

The nursery is based in a converted Victorian terraced villa, specifically designed to preserve the home from home environment. The centre comprises of one large lower ground playroom and two free flow playrooms on the first floor, sleep room, and lunch room. There are outdoor play areas to the front and back of service.

The setting's vision is:

We strive to provide high quality child care in an inclusive environment full of open ended learning opportunities for our little ones to flourish.

Our centre's values are:

to be happy!

We want everyone at our centre to feel valued and supported in a caring and happy environment.

to be nurtured!

Our children will be nurtured by an experienced staff team providing quality play experiences to help their development grow.

to be included!

Decisions will involve everyone in an inclusive nursery environment where ideas are valued.

## What people told us

Throughout the inspection children remained happy, relaxed and engaged in their play. Children approached us with ease to chat, tell us about their nursery and invite us into their play.

In preparation for this inspection we sent 16 care standard questionnaires for families to complete. Feedback from the eleven sent back to us showed that overall parents were happy with the quality of care their child received in the service. Written comments included:

'Staff are all very friendly and provide a good deal of verbal information at pick up time. The children are all involved in choosing special projects to learn about something new'.

'Both my children attend this nursery and we have been very happy. The atmosphere has always been friendly and welcoming and this extends to other children and parents that use this service'.

'The only thing I would change is that there is more outdoor space'.

'There has been a recent change of management and staff resulting now in empathetic, caring, qualified and committed personnel focused on the needs of each individual child. They continually pursue new ways to enrich the children's day, develop confidence, team work and pre-school skills and activities to prepare them for Primary one'.

'My son has been thriving at nursery. I am very happy with the standard of care provided. The staff are confident and engaged with the children and the environment is well designed with a range of toys and activities'.

## 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	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

We found a friendly and welcoming atmosphere within the service. Staff greeted children and families warmly into the nursery. Children had formed positive relationships with staff. Children settled quickly on arrival at the service because staff knew the importance of nurturing them. This helped children feel a sense of belonging.

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. Staff took account the child's confidence and development before starting a transition which focused on the child's needs. This process took as long as necessary for the child to be confident and happy in their new playroom.

Achievements and successes within nursery and in children's home lives were celebrated. Staff made regular use of praise and encouragement and children responded well to this. This helped children to feel respected, valued and included, helping to promote positive behaviours whilst building their self-esteem and resilience.

Mealtimes provided a positive experience with staff understanding the need to be aware of possible food allergies and intolerances. Staff sat with children whilst they eat their meals which provided positive role models, facilitated a social experience and encouraged language development.

Parents were invited to be part of the nursery and were able to attend regular meetings to discuss their child's experiences in the setting. This, coupled with daily conversation with staff, meant that staff and parents worked together to provide consistent care and support.

The recording of children's progress and development within their individual learning journals was in need of improvement as staff were not always capturing significant learning for each child. Support plans for children who needed additional support also needed further development to ensure all information was current, relevant and clear for staff. This will support children to make the best progress possible and ensure they are effectively supported. See recommendation one.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To promote and support children's well-being and learning improvements should be made to the way in which staff record important information about children. This is to ensure care and support is consistent with the Health and Social Care Standards which state, 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

Since our last visit to the nursery the interior had been painted which helped create an environment that was clean and maintained. 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 playrooms which indicated to children their work was valued and helped provide a sense of belonging.

Children enjoyed being in the outdoor play area. Staff told us that although they could not provide a free flow outdoor play experience that children benefited from fresh air and physical activity daily. Staff tried to utilise areas of the local community such as parks, shops and areas of interest to extend children's experiences. Children had been involved in the decision making around the improvements to the garden to the front of the nursery. This meant that children had a space to tend to flowers and plants, grow vegetables and learn about insects in the bug hotel. Staff were in the process of organising 'wild Wednesday's' and forest school sessions. These would enable children to develop a wider appreciation for the outdoors through regular opportunities to experience risk and develop confidence by learning in a natural environment.

A sensory room had been a positive addition to the setting. This was a work in progress with the manager having clear plans on how this will be developed further to provide varied experiences to enable children to use their senses.

The recent improvements to the baby room meant that babies were able to enjoy books in a cosy tent and have access to resources to provide a sense of wonder. This work needed to be extended to the rooms for the older children to ensure they were provided with a variety of resources to motivate them to develop their skills in understanding, thinking, investigation and problem solving through exploration and imaginative play. An increased use of natural materials would provide children with more scope for investigation and creativity. See recommendation one.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service should review the learning environment for all children. This should ensure that children's individual needs are being met and that the environment, resources and activities are of interest to children and offer challenge and stimulation. This is to ensure care and support is consistent with the Health and Social Care Standards which state 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity (HSCS 2.27).

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Staff told us they found the manager approachable and supportive and felt confident to put forward suggestions.

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 and team building into the meetings and 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.

Staff interactions with children were kind and caring. Staff supported the babies to be involved in their play whilst promoting language and vocabulary which provided positive experiences in the baby room.

Effective staff deployment meant they were able to interact and support the children in their learning. However from reading observations staff had written on children, we saw that there were some missed opportunities to extend children's interests and take their learning further. This area of development should ensure that staff are able to make links to children's learning outcomes to support tracking of progress.

Staff well being was important in the setting and as a result staff rewards and incentives were given as well as team days out and opportunities to get a head massage in the setting. This should an appreciation of staff and helped to create a harmonious ethos for children and staff.

Staff discussed the benefits and impact of training they had recently completed. This, coupled with visiting other settings in the Bright Horizon group demonstrated a desire to provide positive outcomes for children by increasing their own knowledge and share good practice.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

The manager was committed to supporting improvement and had aspirations for the setting. They were supportive of staff, knew the children and families well. They were visible in the nursery on a daily basis meaning they were able to offer support when needed.

The manager was highly regarded by families and had strong relationships and open lines of communication with them. Parents and staff felt the recent appointment of a deputy manager was having a positive impact on the setting. We found that the manager had handled recent staff appointments effectively, communicating with parents and carers and ensuring stability of care for children.

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, play spaces and menus. The staff group had contributed to the self assessment of the service which was used for the Standards and Quality Improvement Plan (SQIP). This plan was developed for the local authority to identify how the service is performing and to identify areas of development.

The manager was in the early stages of developing a system to monitor staff practice and evaluate the overall performance of the setting. We were in agreement that this a positive way forward in making continuous improvements.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

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

### Previous requirements

There are no outstanding requirements.

## 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

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

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

## Inspection and grading history

Date	Type	Gradings
28 May 2018	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>3 - Adequate</div> <div>Not assessed</div> <div>Not assessed</div> <div>3 - Adequate</div>

Date	Type	Gradings	
11 Jul 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	Not assessed
12 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
5 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 May 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
25 Sep 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good



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