

# Arbor Green Nursery Day Care of Children

22 Arboretum Avenue  
Edinburgh  
EH4 1HP

Telephone: 0131 343 2345

**Type of inspection:**

Unannounced

**Completed on:**

31 July 2019

**Service provided by:**

Arbor Green Nursery Ltd

**Service provider number:**

SP2008010008

**Service no:**

CS2009194088

## About the service

Arbor Green Nursery is registered to provide a service to a maximum of 56 children aged from three months - not yet attending primary school.

The service is based in north Edinburgh. The premises consists of the following playrooms:

- Children three months to two years based in a room called the Bouncing Bunnies with a communal adjacent dining room.
- Happy Hedgehogs (two to three year old children) and Rocky Raccoons (three to five year old children) shared a room which could be easily divided to suit the needs of children.

The outdoors consisted of a large garden area accessed from the Happy Hedgehogs and Rocky Raccoon areas. A new garden area has recently been developed for the Bouncing Bunnies to play.

The nursery aims to:

- "Provide a safe, happy, caring, stimulating and secure environment for our children where everyone feels valued, included and respected.
- Engage our children in the highest quality teaching and learning and to maximise success for all.
- Create a nursery which feels like home and to provide an extended family environment.
- Develop a shared vision for the future of Arbor Green.
- Foster high-quality leadership at all levels.
- Work in partnership with other agencies and our communities to promote the welfare of our children.
- Work together with parents as partners to improve learning and care.
- Reflect on our work and fulfil our learning potential.
- Value and empower our children and staff by recognising and celebrating successes and achievement.
- Develop a culture of ambition and achievement.
- Equip our children with skills for learning, life and work, ready to actively grasp and follow their dreams in the future'."

## What people told us

In preparation for the inspection we sent out 40 Care Standard Questionnaires for parents to complete. Nineteen were completed and sent back to us. In addition we spoke to a sample of parents as they collected their children. In both these sources, parents showed satisfaction with the service provided. For example:

Parents spoke highly of staff team and told us:

"The staff are warm, caring, fun and supportive".

"Staff always go above and beyond when accommodating the children's needs".

"Brilliant staff and happy children".

"The staff are happy, relaxed and engaged with the children".

"Very friendly and ethical staff".

"Staff put a lot of effort into outdoor activities and developing a love of nature".

"My children love the staff at Arbor Green nursery".

"The staff are absolutely lovely and continuously work to enhance and improve the nursery environment".

"The staff team work well together and create a good atmosphere in the nursery".

"Excellent staff in baby room".

Parents were positive about how their child's needs were met and told us:

"I am very happy with the excellent level of care my son receives at Arbor Green nursery".

"Overall the quality of care is exceptional".  
 "I'm really satisfied with the quality of care my son receives at Arbor Green".  
 "Our son had a period a few months ago, when he was nervous about going into nursery. The staff were quick to put a support plan in place".  
 "Staff dealt with sleeping pattern concern efficiently".  
 "The nursery were fantastic at encouraging my child to use the toilet and quickly moved into big boy pants".  
 "My daughters key worker knows her well and has a good idea of what her interests, challenges and which skills she wanted to develop".  
 "My child's key worker is great at keeping us up to date on his learning and development".  
 "Lovely to see the little one's getting all the cuddles needed for their comfort".

Parents valued the quality of the environment and told us:

"Staff put a great deal of effort into organising events and making use of the community. I am very confident my child is safe at this nursery".  
 "I am very happy with the activities they provide. My kids get taken on trips multiple times a week and love it".  
 "The nursery is a wonderful environment, both inside and outside in the two very carefully designed gardens and the children can choose what they want to do".  
 "The outdoor space especially is a real highlight and our little one is always delighted to go in".  
 "Arbor Green was a safe, enjoyable, caring environment".

Parents identified some areas they would like to see improved. We shared these with the management team who showed willingness to take them on board. For example, we were told:

"I would like to see some photos of the meals and snacks served to the children included in their daily journals - if possible but I understand how busy the team are and this may be a bit tricky to manage at meal times".  
 "I think communication could be improved. I do not get a lot of information about what my child does each day. If I ask for this information the person doing the handover does not often know".  
 "I get confused who is who at nursery. It would be good to have a board on learning journals of all the staff, their experiences and what age group they are responsible for".  
 "Introduction of new staff would be nice (homepage, email). We often don't know who the people are in the room. Would love to see more grass contact/shoe free and barefoot time for the little ones".  
 "Feedback could be greatly improved by having a summary for child's activities/eating/sleeping and nappies if required available on a child board for example, so which ever staff is still on at collection times, can tell parents".

## Self assessment

The service has not been asked to complete a self assessment in advance of the inspection. We looked at their Standard and Quality Improvement plan.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## What the service does well

Staff provided warm, nurturing and responsive care that supported children's well-being and development. Their interaction with children was positive and caring. We observed through their practice that they understood the importance of developing trusted and loving relationships with children to nurture and help them feel valued, safe and secure.

In discussion with staff it was clear they knew children and their families well. When gathering the information to develop and review each child's personal plan, parents were consulted well. This demonstrated that staff valued and took account of parents' knowledge and views of their child's development needs, interests, preferences and personality.

As highlighted from the last inspection, improvements had been made to the procedures for managing children's medication. Regular audits were now being carried out and clearer information in place to support children's individual health needs.

Children were happy and confident in their environment. Staff had worked hard to develop their use of flexible resources in all playrooms and we could see this was having a positive impact on outcomes for children. As a result, children were able to explore a wide variety of natural open-ended resources that promoted their natural curiosity and enquiry skills. The layout of the playroom provided opportunities for small groups and individual play without interruption to allow depth of learning.

Older children benefited from free-flow access to the outdoor space, meaning they were able to make independent choices about how and where they played. This supported children to extend their play ideas as they wished. Outdoors, children had access to a variety of open ended resources that they were able to transport, construct, sort and explore. This meant children were able to experience controlled and appropriate risks, problem solve, make choices and build confidence.

With enthusiasm, staff told us about the leadership role they had in the nursery. This meant staff were able to develop and use their own expertise to enhance children's experiences. This was all evidenced within 'floor books' where could see children's achievements through fun activities in the outdoors and through learning an another language.

Snacks and meals provided for children were nutritious, and were reflective of best practice guidance, children's needs and preferences. Children with identified allergies were fully supported and allergen information was displayed and shared with parents. We observed much improved snack and lunch routines, particularly for the younger children, which enhanced opportunities for children to enjoy their lunch in a relaxed, unhurried environment.

## What the service could do better

Staff had been safely recruited by the service prior to commencing work, however, we found that some had not registered with the Scottish Social Services Council (the body who regulate the social service workforce in Scotland) within the required timescales. Whilst the provider acted during the inspection to manage this situation, it was clear that the service had not developed an effective system to ensure registration was completed. This could have the potential to impact on outcomes for children as the service were not checking that staff remained registered with an appropriate professional body to ensure they were aware of their professional codes of conduct.

We discussed with the manager following a more robust policy would support the service to ensure registrations are completed and maintained. This has had an impact on the evaluation for management and leadership. See recommendation one.

We recognised the improvements made since the last inspection to children's routines; however, the team should now monitor the impact of the current lunch routine for the children aged 2-5 years old. Children sat for a prolonged period of time with an expectation that everyone had to eat at the same time. Staff didn't sit with children which meant that children became distracted and unsettled. Children would benefit from a less formal routine and having more opportunities to increase their independence. This would help make lunchtime a more relaxed and sociable experience where every child's needs were being met.

Whilst we acknowledge the benefits of younger children spending time in the local community, we were in agreement with the parent who commented that they would like to see their child experiencing more grass/bare foot time. The nursery had invested in improving the under 2's garden. However, as the babies went out for a walk twice per day, the garden was not used on a regular basis. In addition to this, these walks meant that children slept in buggies which was not in keeping with safe sleeping guidance. We signposted the service to some guidance on safe sleeping and discussed how they could use these to inform their practice. This would promote children's safety and comfort during their rest periods.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To promote the staff team's understanding of their professional codes of conduct and ensure they are registered with an appropriate professional body; the service should develop an effective system that ensures staff registration is completed and maintained.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS, 3.14) and I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS, 4.19).

## 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).

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

### Previous requirements

#### Requirement 1

The provider must ensure that medication records are accurately written for children who require medication. They must ensure that the manager and staff become familiar with and implement the service's policy on medication to ensure that children's safety and health and wellbeing needs are being met.

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 - Welfare of Users, in particular 4 (1)(a).

Timescale: 12 October 2017.

**This requirement was made on 2 October 2017.**

#### Action taken on previous requirement

The medication policy had been reviewed with staff to ensure a shared understanding and consistent approach. All staff had received training in medication and allergy awareness and, as a result, records were clear and concise.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

The manager should ensure that children's learning journals include reflective and evaluative observations of the children's play and learning. Staff should meaningfully log children's progress and identify and support their next steps in learning. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and Well-being.

**This recommendation was made on 2 October 2017.**

#### Action taken on previous recommendation

On reading children's online journal we saw that staff training and monitoring systems were having a positive impact on the information written on children's needs. Therefore this recommendation had been met.

**Recommendation 2**

The manager should review the daily routines to ensure children's needs are met effectively throughout the day. This will ensure children are nurtured and feel respected in the service. National Care Standards: 5 Early Education and Childcare up to the age of 16 - Quality of Experience.

**This recommendation was made on 2 October 2017.**

**Action taken on previous recommendation**

The areas for improvement needed to improve the lunch time experience for the younger children had been addressed by the service. As a result, lunch time for the younger children was relaxed and staff were engaged and supported children well. Therefore this recommendation had been met.

**Recommendation 3**

The manager should ensure that effective planning processes are developed to support all children's learning and development. Staff should use this information to plan, with children, meaningful, interesting and engaging experiences. National Care Standards Early Education and Childcare up to the Age of 16. Standard 4 - Engaging with Children.

**This recommendation was made on 2 October 2017.**

**Action taken on previous recommendation**

Staff explained the planning process to us and we could see that staff were responsive to children's needs and this was reflected in 'floor books' and plans for play. Therefore this recommendation had been met.

## Inspection and grading history

Date	Type	Gradings
6 Sep 2017	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>
13 Oct 2015	Unannounced	<div>Care and support</div> <div>Not assessed</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>
31 Jan 2014	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>6 - Excellent</div> <div>Staffing</div> <div>6 - Excellent</div> <div>Management and leadership</div> <div>6 - Excellent</div>
18 Jul 2011	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
23 Jul 2010	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>5 - Very good</div>



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