

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

37 Annandale Street Lane  
Edinburgh  
EH7 4LS

Telephone: 0131 557 5567

**Type of inspection:**  
Unannounced

**Completed on:**  
14 January 2020

**Service provided by:**  
Bright Horizons Family Solutions Ltd

**Service provider number:**  
SP2003000319

**Service no:**  
CS2005110269

## About the service

Annandale nursery is part of Bright Horizons family solutions. The purpose-built nursery is on one level with direct access to the garden from the main playrooms. Set in the centre of Edinburgh, the service is close to local amenities such as library, parks and shops.

The nursery is registered to provide care for up to 59 children with no more than 24 children under two years at any one time.

The aims and objectives are:

At Bright Horizons Annandale Nursery we respect and respond to each child's individual needs building their confidence and self-esteem, raising achievement through challenging goals and continually striving to provide the highest quality. We aim to:

- Create a flexible, learning, caring environment with a balanced and varied curriculum, which is adapted to reflect each child's interests and stage of development.
- Develop and build a partnership which enables staff to confidently nurture and extend each child to ensure smooth and well supported transition to school. To continue to build links and improve communication with the community.
- Provide a work environment that encourages professionalism, growth and diversity with regular opportunities for continued professional development through monitoring, appraisal and promoting a positive ethos through honesty, excellence, accountability, respect and teamwork.
- Continuously monitor and evaluate our resources and provision, with a committed view to developing and improving our quality of education and care.
- Endeavour to provide a joyful nursery experience for each child and staff member where natural abilities and strengths will be recognised and developed, regardless of their sex, age, race, nationality, religion, ethnic origin, or additional needs, in order that children and staff will be confident and happy to face the new challenges that lie ahead of them'.

## 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 33 care standard questionnaires for families to complete. Feedback from the seventeen sent back to us showed that overall parents were happy with the quality of care their child received in the service. Written comments included:

'( ) has really enjoyed his first ten months at nursery. The staff are always very welcoming and we feel he is very happy and thriving here. If we ever have concerns, the staff are really receptive and provide feedback regularly'.

'We have had an extremely positive experience at Annandale. The pre-school staff in particular are exceptional. We have found the staffing and experiences in the nursery's Tweenie room (for two-three year olds) reasonable, though, nowhere near as good in terms of feedback and staff enthusiasm as the pre-school staff. Overall, though we are extremely happy with how our children have been cared for at Annandale'.

'When I have required to visit the office, on several occasions there has been paperwork with other children/families details clearly visible. This doesn't give me reassurance about the confidential/safe storage of my child's information. The newsletter is not particularly easy to read and needs proof read before sending which doesn't give the best impression of the nursery. Menus are varied which is great for savoury courses. We are slightly concerned that there are lots of cake/puddings - we had been led to believe the menu was healthier than it is perhaps. A recent spate of biting in our child's room is causing some concern. Having said all of the above, my child seems largely happy with the nursery experience and is clearly making friends and developing well'.

'The staff are very engaged in raising polite, well behaved, all rounded, happy children'.

'A number of the toys appear quite dated and would benefit from being replaced'.

'Unfortunately there is limited space outdoors due to small plot it is located on and there is no room for expansion. I think the children would benefit from more excursions - these rarely happen - a missed educational experience. Parents evening or a morning at the weekend would be appreciated, more time for discussion about learning objectives'.

'Overall, great but a couple of things I think could be improved. Security of the building - doors not closing correctly leaves the building open. Cannot comment on how securely they keep information about my child as they haven't told me. Re information on boards/newsletters - we do not get a chance to look at information boards as we are often in a rush and it would be good if they could bring back weekly newsletter emails'.

In addition to this a parent had highlighted concern over the safety of the toilets as their child needed hospital treatment following an accident. We have asked the manager to reflect on this and also highlighted the settings failure in informing the Care Inspectorate of this notifiable event.

## 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	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

Children benefited from a warm nurturing environment. Staff greeted children and families warmly and it was clear that positive relationships had been established. Children settled quickly on arrival because staff

knew the importance of making them feel loved and secure. As a result, children presented as being at ease in the setting with a sense of belonging.

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 ate their nutritious meals which provided positive role models, facilitated a social experience and encouraged language development. Tables were nicely set, as was the way in which food was presented for children to self-serve. The use of small jugs enabled children to pour their own water, all of which promoted children's independence.

At the point of starting the nursery, records of weaning needs had not been completed for some babies which resulted in a lack of clarity about their stage of development around foods and feeding. This was not in keeping with company policy and increased the risk of staff not being able to meet children's needs sufficiently. See requirement one.

Children who required medication or had specific health care needs had a health plan in place that had been developed and reviewed regularly with parents. This contributed to children's safety and well-being and ensured partnership working with parents.

Information held about children who required additional support was not comprehensive enough to ensure staff could effectively meet needs. Strategies identified by other professionals were not consistently being implemented by staff. See requirement two.

The terminology used within the records we read about children's behaviour, indicated the removal of children from areas, lack of understanding of child development and staff inability to support children's self-regulation. Furthermore, in contradiction to company policy, these records had not been shared or agreed with parents. This had been a previous recommendation at last inspection which had not been met and has therefore been repeated. See recommendation one.

Individual observations of children were not effectively used to provide children with challenge and depth of experience. Children's learning journals did not have regular observations, meaning children could not reflect on their learning and celebrate their achievements. Where they did have observations, these were not specific to the individual child. Consequently, the learning journals did not demonstrate where the individual child was in their learning and development and how this was being supported by staff. See recommendation two.

## Requirements

### Number of requirements: 2

1.  
Children have the right to care that is individual to them. By 20 March 2020 the provider must ensure that with parents, stages of weaning records are completed within all babies personal plans and for those new to the service, prior to them starting. This is in order to comply Regulations 4(1)(a) of The Social Care and Social work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 211/210).

This is to ensure that care is consistent with the Health and Social Care Standards which state that "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 1.17).

2.

Children must have the right care at the right time. By 20 March 2020, the provider must ensure that where strategies are identified by other professionals, outside agencies and the service, these must be consistently implemented. The impact of these strategies must be recorded and regularly evaluated to ensure that they are having a positive impact and meeting children's needs. This is in order to comply Regulations 4(1)(a) of The Social Care and Social work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 211/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "If I am supported and cared for by a team or more than one organisation, this is well-coordinated so that I experience consistency and continuity" (HSCS 4.17).

## Recommendations

### Number of recommendations: 2

1. In order to promote positive outcomes for children, the manager should ensure that the staff team re-visit positive strategies to support children's well-being and behaviour. This would contribute to a more appropriate and outcome focused approach being used consistently within the staff team. This is to ensure that care and support is consistent with the Health and Social Care Standards that state "My care and support meets my needs and is right for me" (HSCS 1.19).

2. Children should be provided with experiences which offer opportunities to try new skills, challenge themselves and develop their interests. In order to do this the provider should improve upon the information staff are recording in children's learning journals. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "my personal plan (sometimes referred to as my 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:** 2 - weak

## Quality of environment

### Findings from the inspection

Staff recognised the importance of outdoor play. As a result, most children could choose when to play outdoors. The outdoors was particularly popular with the older children as they skilfully cycled and built an obstacle course with different materials. We were encouraged to hear that plans were in place to develop the outdoor play areas and agreed this would enhance the experiences on offer. Some use was made of the local environment and older children benefited from visits to the library, allotments and train station.

It was difficult to establish if all children had the opportunity to go out for walks in the local community. This raised concern for children under the age of two as they only had access to a very small outdoor play space which limited their opportunities for physical play. This had been a previous recommendation at last inspection which had not been met and has therefore been repeated. See recommendation one.

The service had reviewed and reflected upon the effectiveness of transitions from the baby room to the tweenie room. Following this, the door between both rooms was left open and we observed older babies moving between the spaces confidently. Core staff in both rooms knew the children which facilitated a

smooth transition. Staff reported that this change had been very positive and that it provided increased challenge to older babies and familiarity for the younger ones who could go back into the baby room if they wanted.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The manager should ensure that all children have regular opportunities to be active in the natural outdoors and to experience life outside of the nursery. This is to ensure that care and support is consistent with the Health and Social Care Standards that state "As a child, I play outdoors every day and regularly explore the natural environment" (HSCS 1.31).

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Staff demonstrated kind and caring natures which was having a positive impact on relationships. Some staff were very new to the setting and reported to us that they were receiving a full induction to help familiarise themselves with children, policy and procedures. Whilst we acknowledged this period of transition, management must be mindful of this when making staffing arrangements to ensure children were being cared for by staff who knew them. This was of importance to make sure children received a consistent level of care and support from staff who are familiar with their care needs and routines.

Staff had been recruited in line with best practice guidance. Staff were also registered with the Scottish Social Services Council, the body who regulate social service workers in Scotland. This supported staff to have an awareness of the regulatory codes of conduct and how they should commit to their professional development. Children were safeguarded because staff were clear about the possible indicators of abuse. They had received training which supported their knowledge of child protection.

Staff showed a willingness to undertake training, but reported to us that other than core Bright Horizon training there had not been many opportunities to attend training out with the company. Children would benefit from staff widening their knowledge to help promote richer play experiences and support them to confidently meet all children needs across the service. See recommendation one.

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. In order to ensure children are cared for by staff who are skilled and knowledgeable about current good practice, staff should have access to training. The manager should ensure that training impacts positively on staff practice and outcomes for children.

This is to ensure care and support is consistent with the Health and Social Care Standard that 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).

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

The findings from our inspection reflect a lack of quality assurance to support positive outcomes for children. There was not a coherent or consistent approach to managing quality assurance across many areas of the nursery and this was having an impact on the quality of care and support for children. See requirement one.

Following feedback from a parent, it was apparent that the manager had not informed the Care Inspectorate when a child needed hospital treatment following an accident at the nursery. We reminded the manager of notifications that care service must make.

### Requirements

#### Number of requirements: 1

1.  
In order to promote positive outcomes for children, the provider must by 1 June 2020 ensure that children and parents experience a service which has a culture of continuous improvement with a robust and effective quality assurance procedures. The manager must be effectively supported to take forward the requirements and recommendations noted as the result of this inspection.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19).

## Recommendations

### Number of recommendations: 0

**Grade:** 2 - weak

## 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	
12 Oct 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed



Date	Type	Gradings	
13 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Aug 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
1 May 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Apr 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
5 Jun 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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