

# Happy Days Nursery Eskbank Day Care of Children

3 Eskview Villas  
Eskbank  
Dalkeith  
EH22 3BN

Telephone: 0131 660 4567

**Type of inspection:**  
Unannounced

**Completed on:**  
4 March 2020

**Service provided by:**  
Abacus Nursery Limited

**Service provider number:**  
SP2003002961

**Service no:**  
CS2003012066

## About the service

Happy Days Nursery Eskbank is provided by Abacus Nursery Ltd. Happy Days Nursery is registered to provide a service to a maximum of 68 children between the age of birth and 12 years, of whom a maximum of 24 may be under two years of age.

The service accommodation on the ground floor consists of the tweenie room with nappy changing area, the pre-school room, toddler room playroom, open plan kitchen, foyer/office area and toilet facilities. The first floor accommodation consisted of two playrooms for babies, nappy changing area, office space and a staff room. School age children were located in a space upstairs and an area outwith the main nursery which had its own entrance. The nursery has access to a large garden area which provides a variety of different experiences for all ages. The toddler room and pre-school children have direct access to the garden from their playrooms.

The main aim of the service as stated was:-

'Happy Days Eskbank is a family run organisation, which actively encourages a 'home from home' environment. Through mutual trust and respect with all service users and the community, we promote a positive and stimulating environment to ensure that every child's individual needs are met. We maintain a supportive and encouraging environment, creating rewarding experiences both indoors and outdoors. We aim to ensure that all children within our care learn and develop to their full potential'.

## What people told us

We observed the children across the playrooms and found them to be happy and engaged during their play. Children were inquisitive of our presence and keen to involve us in their play.

Prior to the inspection We sent 34 questionnaires (CSQ'S) to the service to distribute to parents. Parents returned 14 completed questionnaires before the inspection.

Comments we received from parents included:

"We are very happy with the nursery and children are outside alot"

"We can check on the facebook page for pictures or activities and their lunches"

"The manager is always there to chat and is really friendly and kind"

"The manager is a strong leader who leads by example"

"All the staff at the nursery go above and beyond"

"My children benefit from the care and attention every day"

"We were so lucky to find happy days eskbank child feels completely safe there and its amazing to see how far (child) has come"

"We love seeing photos of child playing and updates through the learning journals"

"We especially like the Family App and make use of the messaging facility"

"A wonderful nursery with a great family feel to it"

"I have noticed a big difference over the past 6 months when it comes to my childs learning. staff are documenting my childs learning more and I m more confident in the team that they are preparing my child to start school"

"Very happy with the care child receives child is happy and confident and we continue to be amazed at what child learns"

"I love the staff and so does (child), the cuddles and reassurance, reassures us"

"The nursery feels homely and has a lovely atmosphere as soon as you walk in - we love it!"

"Super support received from the manager"

"I can't recommend Happy Days Eskbank enough, the staff are great and my little one loves it"

"My child loves going to nursery each day. The staff are very friendly they are like an extention of our family"

"My child loves attending Happy Days Eskbank and consistently asks for staff members and wants to go to nursery on days not attending"

"Has a very welcoming and friendly environment"

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their 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	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Children presented as happy and relaxed as they were welcomed into the setting. Staff chatted with parents which provided the opportunity to share information and support a continuity of care from home. Staff were caring and responsive in their approach and had built trusting relationships with children. This supported them to feel safe and secure.

Staff knew the children well and provided for their individual needs. Personal plans were in place with all relevant information gathered in consultation with parents. These were regularly updated to ensure the information was relevant and current. To ensure children's safety appropriate systems and procedures were in place to manage medical needs, allergies and dietary requirements.

A range of opportunities were available which gave children the freedom to make independent choices and lead their own learning. Experiences were planned based on their needs, interests and ideas. Staff offered lots of praise and encouragement to children and achievements were celebrated and displayed on the 'achievements wall'. This supported them to feel valued and respected. Parents told us they "enjoyed the photos of children's experiences and updates through the family App". This meant they could share in their child's day..

Learning and progress was evidenced through responsive planning floorbooks and learning journals. These showed experiences and observations of children's learning and next steps, however these were not always meaningful and consistent. We discussed with the manager that staff should be supported to further develop and improve depth and challenge of learning opportunities. This would provide consistently rich play experiences for children..

Children's health and wellbeing was supported through the provision of healthy meals and snacks. This was in line with best practice guidance *Setting the Table* (NHS). Children's ideas and views were respected and they were able to influence menu planning. Café style snack and lunch was self-selective and children were familiar with the routine. The atmosphere was social and relaxed and children were supported to develop their independence skills and sense of responsibility.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The environment was warm and welcoming and the playrooms offered active, cosy and quiet spaces. Children in the pre school and toddler playrooms benefitted from the free flow access to the garden. This meant they engaged in periods of sustained and uninterrupted play. The babyroom accessed the garden on a daily basis and joined the older children in the shared space. This meant that siblings could spend time together and engage in play.

There were a range of opportunities and experiences that most children were engaged with which supported them to learn and achieve. These included sensory activities, art and crafts construction play, and junk modelling "volcanoes". In following children's interests a hairdressing salon had been set up in the pre school room with a range of hair styling resources. Children told us they were the "stylists".

Since the previous inspection improvements had been made to the layout and provision of the playrooms. Open ended materials had been introduced into children's play in line with best practice guidance. However further development was still required to enhance children's learning. Staff should review the experiences provided to stimulate children natural curiosity and creativity. We discussed that more engagement from staff and more use of open ended questioning would provide richer opportunities to promote positive outcomes for children.

Daily access to the garden meant children had opportunities to be active and engage in energetic and physical play. The garden was spacious but lacked resources in some areas. Large trays were empty and the mud kitchen was not well resourced and lacked interest for children. Further development was required to provide an area for babies that was stimulating and promoted their physical development. We signposted staff to best practice guidance, 'My world outdoors and Space to Grow (Care Inspectorate). (see recommendation 1)

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The service should continue to develop the activities and resources on offer both indoors and outdoors to support children's curiosity and natural enquiry. Developing the quality of the experiences would support children to achieve their potential and ensure children are excited and engaged in their learning.

Ref; Health and Social Care Standards

1.31 'As a child my social and physical skills confidence self esteem and creativity are developed through a balance of organised and freely chosen extended play including using open ended and natural materials.

2.27 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.

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Children benefited from the calm and supportive approach used by staff across all playrooms. Their interactions with children were sensitive and responsive and we could see that children had built trusting relationships with them. Staff worked well together and supported each other to complete routines of the day and provide opportunities and experiences for children.

Warm relationships were demonstrated between staff and parents. Parents were very supportive of the manager and staff team and felt communication was always good. One parent told us "We love the staff and so does (child), the cuddles and reassurance, reassures us"

Safer recruitment practices had been improved on since the previous inspection and quality assurance and monitoring systems were in place. Staff were recruited in line with safer recruitment guidelines. They could not begin their employment until satisfactory references and PVG information had been received. Staff were registered with the Scottish Social Services Council (SSSC) and the manager had systems in place for monitoring renewal dates

Systems were in place to offer staff regular support though, support meetings and appraisals. These helped identify staff training needs to further assist them in their role within the nursery. We discussed with the manager that they could be more reflective in identifying and discussing any practice issues, identifying strengths and areas of development.

Training opportunities had been identified and most staff had carried out child protection, first aid and food hygiene. Some staff also told us they had completed autism training which had been of positive impact. We found that staff needed to further reflect on practice to provide and extend children's learning. This should include a further understanding of the use of open- ended questioning to support and provide more rich and meaningful experiences.

We found that not all staff were confident in their understanding of best practice guidance documents. These should be used by staff to underpin their professional development. Staff should be supported to engage with best practice guidance to enhance outcomes for children and support individual needs. (**See recommendation 1**).

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. To promote positive outcomes for children, staff should use best practice and research to promote good outcomes for children. This is to ensure staff have the knowledge, expertise and skills to sensitively support and promote children's wellbeing.

Ref; Health and Social Care Standards:

3.14: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisation codes.

4.11: I experience high quality care and support based in relevant guidance and best practice.

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

The manager was enthusiastic and committed to the improvement and development of the service. She demonstrated a good understanding of the strengths, and of the areas to be developed to improve positive outcomes for children.

Quality assurance and monitoring systems had been developed and improved on since the previous inspection. This would ensure a consistent approach to self evaluation processes. To provide good outcomes for the children the manager should continue to monitor all aspects of the service. Monitoring should be robust to support continued improvements.

Policies and procedures were in place to support children's wellbeing and ensure positive relationships with parents. These were displayed at the entrance of the nursery and were kept current and updated through the appropriate quality assurance processes.

The manager had positive links within the nurseries of the larger organisation and attended clusters meetings through Midlothian Council. These provided for shared experiences professional dialogue and reflection on practice.

Parents were encouraged to be involved in the life of the nursery and were given a variety of opportunities to evaluate the service. These included daily discussions, the 'Family App' and regular parent meetings. This helped to ensure that parents had opportunities to influence what happened within the nursery and to comment on the quality of the experiences offered to their child. Parents told us "we especially like the Family App and make use of the messaging facility."

Staff were positive of the manager and felt supported and respected in their roles. We discussed with the manager the importance of being supported in her role. This should include designated time to develop and improve identified aspects of the service..

## 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.

**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	
26 Mar 2019	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
5 Jun 2019	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 3 - Adequate 3 - Adequate
30 Oct 2018	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak 2 - Weak
4 Dec 2017	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
8 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 5 - Very good 4 - Good 3 - Adequate
13 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 4 - Good 4 - Good 2 - Weak
22 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
29 Aug 2012	Unannounced	Care and support Environment Staffing	4 - Good 4 - Good 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
1 Jun 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 May 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Jun 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
17 Nov 2008	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
18 Jun 2008	Unannounced	Care and support	2 - Weak
		Environment	1 - Unsatisfactory
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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