

Pinocchio's Nursery – Penicuik Day Care of Children

Eastfield Drive
Penicuik
EH26 8BA

Telephone: 01968 679 007

Type of inspection:
Unannounced

Completed on:
27 August 2021

Service provided by:
Pinocchio's Children's Nursery Ltd

Service provider number:
SP2003002984

Service no:
CS2005087930

About the service

Pinocchio's Nursery - Penicuik is registered to provide a care service to a maximum of 53 children at any one time aged from three months to not yet attending primary school. This includes a maximum of 20 children under two years at any one time.

The nursery is in a purpose built building with two fully enclosed garden areas. The nursery has three playrooms, toilet and nappy changing facilities, kitchen area, hallway, staff room, manager's office and two fully enclosed garden areas.

The nursery is in partnership with Midlothian Council to provide funded early learning and childcare for eligible children.

The nursery states that they aim:

"To provide a positive welcoming environment, where children feel free to be themselves in a safe and secure setting.

To stimulate young minds, encouraging their learning experience through child centred play.

To provide a broad and balanced curriculum.

To encourage children's individual development and progress.

To provide learning with quality resources.

To ensure effective leadership to support and involve the team in quality assurance, working to the legal requirements and standards of Her Majesty's Inspectorate and the Care Inspectorate."

This inspection was carried out by two inspectors from the Care Inspectorate. We visited the nursery on 19 August 2021 when we spoke to children, staff and team. We reviewed relevant documentation during the inspection and further information and documentation was requested from the manager and was sent to us by e-mail. We asked the manager to distribute an email from us to parents using the service asking for their views. We provided feedback to the manager, quality assurance manager and local authority representative on 27 August 2021 using Microsoft Teams.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality of Care and Support.

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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We observed children playing and having lunch. We assessed that most children were happy. We asked the service to distribute our contact details to parents and received feedback from three parents whose children used the service.

Parents were very happy with the quality of service that they and their children received from the Pinocchio's Nursery - Penicuik. They were well informed about what their children were doing every day and

felt that staff knew their children well.

They feel comfortable making suggestions about their child's care and feel that the manager is friendly and approachable.

Some comments included:

"I really cannot fault the staff at Pinocchios and I really appreciate their hard work, especially with all the extra work that Covid entails. Staff are friendly and approachable, and my child just loves them all. My child runs into nursery and doesn't look back! My husband and I can really see how much our child has flourished under their nurturing care. An aspect that I like most about Pinocchios is the fact that they spend so much time outdoors. My child loves outdoors and when I pick him up I often hear that they have spent most of the day outside hunting mini beasts or doing something else that interests them. Furthermore, communication from the nursery team is excellent which I appreciate is difficult to achieve during Covid restrictions. Although we are not allowed in to the nursery building, I am given daily feedback at the door about my son's day. The manager has communicated nursery news through regular emails and newsletters, and videos of the room layouts and play experiences have been uploaded to my child's learning journal. I have been able to have consultations with my child's keyworker over the phone or Zoom and I am confident that they are getting the best care.

Recently my child has been talking about feelings and I know this is due to the discussions at nursery. Our child is so happy at Pinocchios and we are reassured that they are safe, nurtured and learning so much!"

"My child has been attending Pinocchios Nursery in Penicuik for the past year. During this time I have experienced vast improvements in my child's social, interpersonal and self awareness skills in addition to their motor skills which I believe has been helped massively due to their attendance at nursery. Nursery Manager has continually strived to keep me updated with any Covid related changes with both verbal and written communication. Her fast communication has lessened the stress of these situations greatly.

I receive updates daily from the nursery both on collection of my child from nursery and by utilising the online learning app which is regularly updated with pictures. I feel that the nursery always take a keen interest in the child and treat them all as individuals. I am regularly updated with food/activities etc daily which enables me to feel involved.

The nursery staff actively encourage outdoor play whenever possible which includes regular walks and use of the outdoor garden spaces. In addition there are multiple indoor activities focusing on creative play and role play which enhances each child's skills set. This is always aimed at the age of the child and not generic which I greatly appreciate".

"The staff are very good with their communication which includes general communication, hand overs and any updates. Staff are very attentive and take on board any requests, they have always been very supportive. Staff also upload information on my child/children's progress in the Learning Journal portal, which I find very helpful. My children are regularly involved in outdoor activities for their motor skills development and outdoor educational development.

Pinocchios is a very flexible organisation, they do provide very good care to my children. The staff are very responsible, giving me peace of mind when I am at work, that my children are being looked after very well!

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance processes to monitor the quality of the provision within the service.

However, the service did submit the Key Question 5 self-evaluation. This contained a range of information about how the nursery had supported children and families during Covid-19.

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

The quality of care and support had a number of important strengths which had positive impacts on children's experiences and outcomes.

Children attending the service were happy and confident especially in the early learners room. We saw children were having fun with each other. Children were listened to and spoken to in a kind and respectful way which showed they were valued.

Children's emotional wellbeing was a focus for staff and they understood the potential impact that Covid-19 might have had on individual families and the children's emotional needs. Daily emotional check-ins were in place for children using an emotions table. Staff encouraged children to express their feelings and staff responded in an appropriate manner. Planning for older children was focused on their emotional wellbeing and we saw the clear journey documented through the floor book and planning sheets. Parents confirmed that their children were more aware of their emotions and could describe how they were feeling.

Children were supported because their personal plans were up to date and held relevant information. An overview sheet informed staff of individual children's care needs. Strategies were in place to support more complex needs. We have asked the service to review approaches to documenting children's support strategies. This would ensure that children are supported to achieve the best possible outcomes.

Lunch time procedures took account of healthy eating and infection control measures. While most children enjoyed their meal, staff should use this time more effectively to meaningfully interact with children. We have asked the manager to review this time to ensure children receive appropriate support from staff to achieve a suitably relaxed, sociable and enriching experience.

Children were familiar with the routines of the nursery. Caring interactions with staff made the children feel secure and they knew the children well. Staff were supporting children's development by planning appropriate activities. We saw children were confident and busy in their play.

Staff understood their responsibility for keeping children safe. Most had participated in child protection training and understood and knew how to report concerns about children's wellbeing. Training in Adverse Childhood Experience's (ACE's) provided staff with knowledge around childhood trauma. Staff should further develop their understanding by discussing scenarios at team meetings and linking it with children's experiences.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. The processes in place included staff carrying out cleaning of high touch areas as part of their daily routines, and effective hand washing. To further control the risk of infection, staff were aware when face coverings were to be worn including in communal places and with parents at handover times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The quality of the environment had important strengths which had a positive impact on children's experiences and outcomes.

Children had the opportunity for outdoor play throughout the day and open doors led on to separate, enclosed outdoor play areas for some of the playrooms. As a result children could choose where to play, with a staff focus on maximising the use of the outdoors. This together with open windows ensured there was sufficient ventilation within the nursery to maintain a safe environment for children and staff in line with current guidance.

Staff had worked hard and we saw an improvement in the resources and activities on offer for the children. We could clearly see that the play provision available for the older children corresponded to the planning documents. This meant that activities and experiences were child-led and children were confident in exploring and investigating their learning environment.

Children's creativity and inquiry skills were promoted by 'loose parts' and 'open-ended' materials. These resources supported children to work together, assess and manage risk and be creative in a variety of ways. Two staff had been on a training course that led them to reviewing and developing the garden area for children. Progress had been documented within a floor book and children's ideas and suggestions taken on board. To further develop children's imagination and creative skills staff should ensure the garden area is tidy and resources set out in a planned and interesting manner.

Although the environment was clean and well maintained, some staff work stations were untidy and cluttered. Staff should ensure all areas are tidy and appealing to promote thorough cleaning especially throughout the pandemic.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff had a positive impact on children's experiences and outcomes.

There was now a more stable management and staff team in place. Staff were caring, warm and nurturing in their interactions with the children. Staff were happy to be at work and communicated well as a team, promoting a positive and happy environment for children.

Staff wellbeing had been a priority throughout the pandemic and staff spoke highly of the support they received from the management team. They met regularly at team meetings and valued this opportunity to discuss children's individual needs, changes to procedures and safety issues. The manager should build on the confidence and professionalism of staff by ensuring minutes of these meetings are well written and staff have allocated responsibilities to undertake.

Staff were engaged throughout the inspection and were keen to share their learning and knowledge with the inspectors. We could see that they were proud of what they had achieved since the last inspection. Staff had attended training that ensured they were confident when speaking about the children and how they planned to support their learning and development.

The manager should continue to build on staff's interests and confidence by increasing their awareness of best practice documents. This will impact positively when reflecting with staff on their practice and support the service to provide care and experiences for children based on the latest guidance and research.

Staff supervision sessions are in place, these are used to identify areas of support for staff or additional training they require. The manager should now review the format to ensure that they focus on monitoring experiences for the children and improving outcomes. This should include meal times and continuing to build on staff knowledge and understanding regarding quality play experiences and interactions with children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The management and leadership in the service had a number of important strengths. These need to be fully embedded to ensure outcomes for all children are consistent and as positive as possible.

The change in manager has been positive and we could see improvements had been made throughout the nursery. Staff told us they felt valued and were appreciative of the support the manager gave them both personally and professionally. They told us they would be comfortable in approaching the management team with any issues. This meant children received consistent care and support as the team worked well together.

The open and welcoming ethos offered children and parents the opportunity to express their views and give feedback. Parents told us the service regularly asked for their views and were confident any suggestions would be addressed.

The manager had strengthened quality assurance systems and was embedding improvements within the setting. Positive changes had been made to the staff team and the manager had worked hard to ensure staff felt supported and had a range of skills to provide good outcomes for children.

An improvement plan was in place with focused targets designed to support the nursery and provide continued improved outcomes for children. The targets reflected the changing needs of the service as a result of the pandemic, for example, focussed areas for increased outdoor play and emotional wellbeing. We discussed ways in which best practice documents would support the improvements planned. The manager was keen to review these and along with staff input use them to support and enhance the evaluation process.

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

Recommendation 1

The service should ensure children enjoy an environment that has a wealth of interesting opportunities and encourages them to be imaginative, inventive and creative. Staff should ensure play rooms are well thought out and organised to promote greater choice with a wide range of resources and play equipment. This should include real and natural materials and an abundance of loose parts both inside and outside.

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

This recommendation was made on 28 March 2019.

Action taken on previous recommendation

The service had worked hard to ensure that children had a well resourced learning environment. Children were busy and confident in their environment and we could see that they had more opportunities to be imaginative, inventive and creative.

Loose parts were available both inside and out and children were confident in using them.

This recommendation is 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.

Inspection and grading history

Date	Type	Gradings
30 Jan 2019	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
26 Feb 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
17 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
9 Mar 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Feb 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
28 Feb 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
1 Aug 2013	Unannounced	Care and support 2 - Weak Environment 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	3 - Adequate 3 - Adequate
19 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
15 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
15 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good Not assessed
18 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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