

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

7 Blantyre Terrace  
Edinburgh  
EH10 5AD

Telephone: 01316 038 408

**Type of inspection:**  
Unannounced

**Completed on:**  
6 July 2021

**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 nursery's vision was 'We strive to provide high quality childcare in an inclusive nursery environment full of open ended learning opportunities for our little ones to flourish'. The nursery's values were 'for children to be happy, nurtured and included'.

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 Care and Support.

## What people told us

We requested that the service send an email questionnaire from us to parents to gain their feedback. Six parents responded and their feedback was very positive about the service, they and their child received. All parents said that they were well informed about the nursery's Covid-19 policy and procedures. Comments included:

- 'The induction process was super and my daughter's key worker is very good - proactive and genuine in her interest and commitment to my daughter's happiness. I only have praise for the manager and her wonderful team! They're very proactive, well organised and passionate about what they do. My daughter and her parents are very happy!'
- 'We were very impressed with the settling-in routine for our son, which was flexible and seemed very tailored to his personality and needs. He formed a strong attachment with his key worker on the first day of settling in, and subsequently made good relationships with all of the staff who work in the babies' room'.
- 'We get daily updates verbally and in written form and she's always been trying something new. They are really on top of how well she's eating sleeping and developing generally. They are always letting me know progress she's making with her interactions with other children and language etc'.
- 'Every day at the pick up time, we are provided with the small form that contains information about: the food, nappies and activities. We also are informed about his general behaviour and wellbeing. There is always a time to get an extra information when needed'.
- 'I was, and still am, encouraged to participate in my child's nursery life by bringing some ideas or concerns to the nursery. I was told to contact them directly by phone or email or in person if needed'.
- 'The Covid-19 routines at the nursery seem completely reasonable to us, insofar as everyone is coping with a non-ideal situation as best as possible. These procedures were clearly communicated to us when we first registered. The nursery management keeps us well-informed if there are ever any suspected Covid cases among the children, and the nursery always feels like a safe place'.

- 'The staff (and in particular his key worker) are all excellent communicators, and we always get a good sense of what his day has been like (beyond the daily feedback form) by talking with them during pick-up'.

- 'I cannot praise the toddler/baby room staff more. I feel very grateful for the effort they all put into my sons wellbeing and development. They are the truly dedicated team. The manager is always showing the professional attitude and is happy to hear and help'.

Two parents raised concerns about the lack of time children spent outwith the nursery in the local community. We fed this back to the manager, who said she would communicate her plans to reintroduce outings in the community to parents.

- 'I think the main thing that has been a bit disappointing is the lack of time spent outdoors. The nursery has limited outdoor space. However pre-covid the children would have gone to the park regularly, or gone for walks in the buggies, the local bookshop for story time, the library (which has been closed) and all of this stopped'.

- 'My only concern is that they seem to be short staffed and are unable take the kids for walks or to the park, which they used to do on a regular basis before Covid'.

## Self assessment

A self assessment was not requested from the service prior to the inspection.

## 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

Staff were kind and caring and knew the children in their care well. They were aware of their home situations and supported children and their families. Children were supported by a key worker and parents said that their child's routines from home were respected by the service. This contributed to continuity of care for children.

Throughout the inspection we saw staff support children to regulate their emotions and develop empathy for others. This was done in a kind and supportive manner which supported children to be emotionally resilient.

Learning journeys detailed how children were supported to come back to nursery after Covid-19. This demonstrated respect and empathy for individuals. Observations of children in the younger playroom were

individual to children and demonstrated how staff planned to support children in their learning and development. Observations for the pre-school room children were in the main individual to children, next steps had identified children's individual interests. The manager told us that as part of the improvement plan they were focusing on improving observations so that they detailed children's significant learning.

We saw that information stored with medication was cumbersome and would not help staff should they need to administer medication in an emergency. We discussed this with the manager who agreed to rectify this immediately.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. We identified some issues with handwashing during the inspection which the manager dealt with immediately. Physical distancing was implemented for adults in the setting and this included families. Where children's emotional needs supported their parent entering the setting, this was managed well in line with guidance.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The nursery environment was clean and bright throughout. There were displays of children's artwork and photographs of children's families. This contributed to a safe, warm and welcoming environment.

The under three's were accommodated in the ground floor of the building. There was a large bright playroom, with a separate kitchen and nappy changing area. The garden could be accessed directly from the playroom. A separate sleep room provided a calm and quiet space for children to rest. Open ended, natural resources contributed to empowering children's imagination and creativity. Staff told us that they had been using the environmental toolkit to improve the environment and spoke enthusiastically about the changes they had made and those planned.

Pre-school children were accommodated on the first floor of the building. They had free-flow access to both rooms which offered an opportunity for them to direct their own play. A separate sleep room on the second floor provided children with a calm space to rest. Children were having fun and developing skills in understanding, thinking, investigation and problem solving. Staff scaffolded and extended children's learning. Children had lunch in two separate sittings, we saw that their play was interrupted on many occasions over a short period of time. This meant that they were unable to return to their play and creations. We discussed this with the manager who agreed to review this practice.

Both age groups currently used the garden at separate times. There was a range of resources available in the garden, which included creative and investigative activities. We saw that some equipment was too big for the younger children, we discussed with the manager that staff should ensure equipment is suitable for all age groups.

The front garden had recently been developed to include a mud kitchen. Mud kitchens allow children to engage in sensory messy play in the outdoors enabling them to develop curiosity and exploration. This provided an opportunity for children to spend time outside.

Due to Covid-19 and new staff, children were not spending as much time outwith the nursery in the local community. Parents had commented to us about this. The manager said that she was planning to re-introduce outings in the local area and would communicate this to parents.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Children were safe as a thorough recruitment procedure was followed and clearly documented. The manager told us how she and depute tried to employ people who would complement the current staff team. As a result new teams were forming within the playrooms and staff were positive about this.

All staff had supervision meetings with the manager. This was an opportunity for professional dialogue and identifying training needs. Supervision was an accountable two way process which supported, motivated and enabled the development of good practice. Staff were fully involved and given ownership of improvements within the service. Staff spoken with were enthusiastic and positive about their roles. This contributed to the improvement of outcomes for children.

We saw that staff had an enabling attitude and believed in the potential of children. They recognised the importance of a planned approach to children's care and involved parents in this. This contributed to positive outcomes for children.

Monthly whole staff meetings and the re-introduction of room meetings, allowed staff to share concerns, ideas, best practice and make plans for improvements. It was also an opportunity to reflect on practice. Staff spoken with were very positive about the plans for improvement that they had.

### Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of management and leadership

### Findings from the inspection

The manager engaged in a positive and open manner throughout the inspection. Her positive attitude towards the inspection process was reflected by the staffs positive engagement. As a team, management and staff were keen to hear feedback and make improvements.

The service were taking part in the Care inspectorates Early Learning and Childcare (ELC) Improvement programme. The manager told us that this had been a very positive experience and as a result they were focusing on small improvements being embedded in practice.

Staff spoke about the support they received from their manager and discussed examples of how they were supported to allow them to be fully engaged at work. One to one meetings prior to returning to work after lockdown supported any additional measures to enable staff to return to work safely and confidently.

Parents were very positive about the good communication with the manager, who had developed respectful and trusting relationships with families.

The manager said that she was supported by her line managers and weekly virtual meetings with managers in the provider group.

We discussed that the service should ensure that all risk assessments are adapted to ensure that they are specific to 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

#### Recommendation 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).

This recommendation was made on 11 December 2019.

#### Action taken on previous recommendation

Improvements had been made to the way in which staff recorded information about children. Work was on going to further improve this.

This recommendation has now been met.

#### Recommendation 2

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).

This recommendation was made on 11 December 2019.

#### Action taken on previous recommendation

The service had made improvements to the environment and were continuing to do so with the use of the environmental toolkits. As a result the environment offered more stimulation and challenge to children.

This recommendation had now been met.

## 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	
16 Oct 2019	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
28 May 2018	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
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



Date	Type	Gradings	
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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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