

Elsie Inglis Nursery and Preschool Day Care of Children

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Telephone: 01316 038 402

Type of inspection:
Unannounced

Completed on:
14 October 2022

Service provided by:
Bright Horizons Family Solutions Ltd

Service provider number:
SP2003000319

Service no:
CS2003012069

About the service

Elsie Inglis Nursery and Preschool is a daycare of children service registered to provide a care service to a maximum of 18 children from birth to under two years, 15 children aged two to under three years, 32 children aged two and a half to five years.

The nursery operates from a stand alone ground floor building in the city of Edinburgh. It is close to local shops, parks and public transport. The building consists of a baby room, toddler room, a twos room and a preschool room. There are changing areas and toilets for each room. Children also have access to an enclosed back garden.

About the inspection

This was an unannounced follow up inspection which took place on 11 October 2022 between 9:00 and 17:00. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 15 people using the service, spoke with one parent and had email contact with 12 parents
- spoke with staff and management
- observed practice and daily life and
- reviewed documents.

We gave feedback via Teams on 14 October 2022 to the manager and two representatives from Bright Horizons.

Key messages

- Staff were well deployed within the setting to enable them to meet children's needs.
- There were warm and nurturing interactions between staff and children.
- Training needs had been identified, training had taken place and more was planned.
- Communication with parents had improved so that they were informed and involved in their child's life at nursery.

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

Requirements

Requirement 1

By 1 July 2022 the provider must ensure that children are nurtured and supported throughout their daily experience.

To do this, the provider must, at a minimum ensure that:

- babies personal preferences with regard to sleeping are adhered to,
- transitions are communicated with parents and planned to ensure that they meet the needs of children,
- personal care needs are adhered to,
- staff are not tasked orientated to ensure that they have time to interact with children.

This is to comply with Regulation 4 Welfare of users (1) (a) (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 6 May 2022.

Action taken on previous requirement

- On the day of the inspection there were no babies present and there were currently only two children under the age of 18 months registered with the nursery. We saw young children's sleep preferences were adhered to in the toddler room and children had their individual comforters.
- Transitions were planned and communicated with parents to ensure that they met the needs of children. Children had planned visits to their new room and parents could meet with their child's old and new keyworker to discuss their child's needs. A booklet with photographs of the new room was sent home so that parents could discuss with their child their new room.
- Personal care needs were adhered to and staff communicated with parents to ensure effective information sharing to enable them to provide consistency of care.

- The deployment of staff meant that they were not task orientated and spent time interacting with children and meeting their needs.

Met - within timescales

Requirement 2

By 14 July 2022, the provider must ensure that children are supported to reach their full potential through effective personal planning.

To do this, the provider must, at a minimum ensure:

- Staff receive appropriate training/guidance to increase their knowledge and confidence in completing personal plans.
- Staff receive training on the importance of high quality engagement with parents to facilitate a partnership approach to children's care, play and learning outcomes.
- Personal plans reflect the holistic needs of each child. Through quality observations, children's learning journals focus on what individual children can do and what they need to grow and develop.
- Personal plans are well maintained and regularly reviewed making sure that children and families are central to the process.

This is to comply with Regulation 5(1)(a) and (b) (Personal Plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support 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 1.15).

This requirement was made on 6 May 2022.

Action taken on previous requirement

- All staff had received training in completing personal plans. We saw personal plans which were completed well and demonstrated children's needs and how these were being met.
- Staff confidently spoke about the training they had received on children's brain development and attachments. This contributed to their understanding of the importance of partnership with parents. Parents spoken with were very positive about the improvement in the amount and quality of information they received about their child. Information from home was used to plan activities for children and provide appropriate care and learning opportunities.
- Regular updates to 'All about me' information reflected the current and holistic needs of children. Quality observations demonstrated where the individual child was in their learning and development and what was planned to further their development.
- Personal plans were regularly reviewed and included children's voices and information from parents. Parents night provided an opportunity for parents to meet with their child's keyworker and contribute to their child's personal plans.

This was not yet consistent throughout the nursery. The manager was monitoring this and staff were being supported by senior staff.

Met - within timescales

Requirement 3

By 5 September 2022, the provider must demonstrate that all staff employed by the service have the right skills, knowledge, and experience necessary to keep children safe, to meet their health, welfare, and developmental needs.

To do this, the provider must at a minimum:

- Undertake an audit of the current skills, knowledge and experience of staff members. Information obtained from the audit must be used to address any gaps in the skills, knowledge and experience of staff members and be used to deploy staff effectively to meet the individual care, play and learning needs of children.
- Train members of staff in the areas of nurture, adverse childhood experiences, quality interactions and child development to ensure that the health, welfare and safety needs of children are supported effectively.
- Devise and deliver a comprehensive programme of continuous professional development for staff to enhance their current skills and reduce any gaps in knowledge.
- Provide regular opportunities for staff to have regular and effective support and supervision from management and are supported to reflect on practice.

This is to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, '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).

This requirement was made on 6 May 2022.

Action taken on previous requirement

- An audit of staff skills, knowledge and experience had been carried out. The manager planned to review this with staff. Staff had already undertaken some training to further their knowledge of brain development in early childhood and attachment.
- Training had taken place to increase staff knowledge about early childhood brain development, nurture and attachment.
- A programme of continuous improvement was planned for staff to enhance their current skills and reduce any gaps in knowledge. The manager was supporting staff and senior staff were supporting other staff by sharing their skills and knowledge.
- Staff had opportunities to have support and supervision and reflect on practice. We discussed with the manager that support and supervision vision notes could be more detailed to record the soft information too. This would enable staff and the manager to reflect on their work and progress. The manager was supporting staff in the play rooms modelling good practice and supporting staff. Staff told us that they felt much more confident in their practice as a result of the support from the manager.

Met - within timescales

Requirement 4

By 15 August 2022, to improve outcomes for children, the provider must develop and implement an effective system of quality assurance to monitor and improve all areas of practice.

At a minimum, the provider must:

- Ensure there is appropriate and effective leadership of the setting.
- Put clear and effective plans in place for maintaining and improving the service including the use of effective self-evaluation processes, and quality assurance systems.
- Implement effective action planning to address areas of required improvements within identified timescales.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

This is to ensure that 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).

This requirement was made on 6 May 2022.

Action taken on previous requirement

Since the last inspection

- The manager had provided effective leadership, through supporting staff to improve practice. Staff and parents were very positive about the action taken by the manager to improve the service.
- Plans were in place for staff training, training had been provided for staff and further training was planned. An improvement plan was in place.
- Effective action had been taken to address areas of required improvements, all requirements had been met. This action had included staff where applicable to ensure that they were fully involved and were aware of what was expected of them.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To promote a sense of nurture and security, the setting should consider how they manage tasks and staff deployment to ensure spending quality and consistent time with children is a priority.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

This area for improvement was made on 6 May 2022.

Action taken since then

Staff were well deployed and were focused on children. Staff communicated well with each other so that children's needs and choices were met. We saw caring and nurturing approaches from staff to support children's overall wellbeing.

This area for improvement has been met.

Previous area for improvement 2

To support children to feel loved and safe and families to feel reassured and respected, families and children should be kept informed about and introduced to any new and temporary staff in the team. Parents should be informed when there is a change in their child's keyworker and the reasons why. Arrangements for planned and unplanned absences should be managed well resulting in minimal disruptions to children's routines, care and support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, 'I am supported and cared for by people I know so that I experience consistency and continuity' (HSCS 4.16).

This area for improvement was made on 6 May 2022.

Action taken since then

Parents told us about the weekly updates they received telling them about staff for that week. They had received a newsletter with photographs of all staff where staff told them about themselves. Parents were very positive about this and said that they felt that they knew who was looking after their child. Parents had an opportunity to meet their child's new key worker when they moved rooms. Arrangements were in place to ensure that planned and where possible unplanned absences did not result in disruptions to children's routines, care and support.

This area for improvement has been met.

Previous area for improvement 3

In order to enhance children's experiences and improve overall outcomes for children, management should now put thorough and effective monitoring and self-evaluation processes in place. This would assist them to identify and address issues in staff practice.

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

This area for improvement was made on 6 May 2022.

Action taken since then

The manager monitored staff practice in the play room and gave feedback to them to allow them to improve their practice. Monitoring of staff practice took place regularly and they were supported to reflect on their practice. Senior staff spent time in playrooms to role model and support staff practice.

This area for improvement has been met.

Previous area for improvement 4

Management and staff to ensure when concerns are being raised, service users are provided with a clear written response and reassurance as to the action being taken in line with the service complaints policy.

This is to ensure care and support is consistent with Health and Social Care Standards which state, 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 6 May 2022.

Action taken since then

We saw that emails from parents were responded to and any concerns addressed in a timely manner. Parents said that they always receive a quick response from the manager and were happy with the current communication.

Previous area for improvement 5

Management and staff to ensure overall communication and information sharing with parents and carers is effective.

This is to ensure care and support is consistent with Health and Social Care Standards, which state, 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 6 May 2022.

Action taken since then

Communication with parents had greatly improved since the last inspection. The service kept parents up to date with changes and happenings within the nursery, through newsletters, updates on the Family App, conversations at drop off and pick up.

Responses from parents were very positive, parents told us:

- 'The activities to involve parents in the nursery and build relationships between the staff and parents has been really excellent - we've been invited to a bear hunt, a parent's evening, a session to help develop the toddler garden, coffee mornings and stay-and-play sessions, etc. These are well attended and we really appreciate the times that staff are coming into the nursery on their own evenings or weekends to help with these - this is definitely above and beyond what we would expect!'
- 'We have chatted with several other parents of children at the nursery and the feeling across the board seems to be that everyone has observed a marked change in the quality of communication since the new management came into place. We'd really like and commend all of the staff, including the management team, on this. Your work and care for our children is so appreciated!'
- 'I just wanted to comment on how noticeable the improvement in communication from the nursery has been since new management has come into place.'

This area for improvement has 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.

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