

Cranley Nursery Buckstone Day Care of Children

226 Braid Road
Edinburgh
EH10 6NZ

Telephone: 0131 445 2227

Type of inspection: Unannounced
Inspection completed on: 10 March 2017

Service provided by:
Cranley Nurseries Limited

Service provider number:
SP2013012215

Care service number:
CS2013322289

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service was registered with the Care Inspectorate in December 2013.

Cranley Nursery Buckstone is registered to provide a care service to a maximum of 71 children at any one time from birth to entry into primary school.

The service operates from a large property with large, well-resourced outdoor areas for all children to access.

The service is part of a group of four nurseries provided by Cranley Nurseries Limited. The four nurseries are situated within close proximity of each other in south-west Edinburgh. The nursery is in partnership with the City of Edinburgh Council which means they provide funding for children depending on their date of birth and eligibility.

The service aims include:

'to provide a happy, caring and secure environment which encourages confidence and development of self-esteem through positive reinforcement, to encourage an excitement of learning through a stimulating environment which encourages exploration and discovery, to encourage positive relationships with parents and encourage two-way communication.'

We check services are meeting the principles of Getting It Right For Every Child (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 parents to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

There were 34 children in attendance on the day of the inspection. We observed the children in each of the playrooms, both indoors and outdoors, as they took part in a variety of indoor and outdoor activities and learning experiences. We saw that the majority of children were happy, independent and confident in their nursery environment. Some of the older children's comments included:

'I'm fixing this CD. It needs fixed.' (investigating the technology/tinkering table)

'I am building with real stuff.' (using tools)

'Can you help me make a racing car.' (blocks)

'I have that book at home. My mummy reads it to me.' (pirate book)

'I have made a tunnel.' (looking at her legs in the mirror)

'They are my friends.' (pointing to others)

We have made recommendations within this report to further support positive outcomes for all children.

We sent 25 care standards questionnaires to the service to be distributed to parents/carers of the children. We received 18 completed questionnaires before the inspection. We also spoke to two parents on the day of the inspection. Overall, all parents were happy with the quality of care their child received at the service. Four parents had commented on the lack of provision for outdoor play and visits to places in the local area.

We saw that all children had daily access to the nursery's outdoor play areas and gardens. The management agreed to share information with parents about the opportunities for other outdoor learning opportunities, outings and trips which took place periodically within the service. Parental comments included:

'Experience of the nursery has been really good and staff are always open and friendly and have time to talk/ feedback. My child always seems busy and well stimulated, but is also given time to rest. Good balance.'

'Extremely happy with Cranley at Buckstone. We feel very comfortable leaving our child in the care of staff there and can leave them with no worries or concerns. The girls genuinely care about our child's happiness and wellbeing and are consistently a happy, positive, approachable and helpful team. The manager and depute manager keep us engaged with events happening across the nursery and ask for feedback an appropriate amount.'

'Our children receive high quality care and communication with parents is very good.'

Self assessment

The Care Inspectorate received a fully completed self assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvement in the provision and evaluation of staff training opportunities and outdoor learning opportunities for children.

The self assessment clearly identified some key areas that the provider believed could be improved and showed how the service intended to do this.

The provider told us how the people who used the care service had taken part in the self assessment process and how their feedback directed the development of their plans for improving the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

At this inspection we focused on two aspects within three quality themes.

Quality of care and support - child protection and communication with parents/carers

Quality of environment - infection prevention and control and outdoor learning

Quality of management and leadership - staff deployment and monitoring systems.

Child protection training took place as part of the induction programme for all staff and was on the agenda on an annual basis for the whole staff group. A refresher course then took place for staff every two years.

Relevant information was displayed for staff and parents throughout the nursery. This highlighted the importance of child protection and the role and responsibility all adults had in contributing towards the health, safety and safeguarding of children.

Communication within the service was very good. All parents who completed the care standards questionnaires and those parents we spoke to over the course of the inspection, confirmed that staff had shared information about their child's learning and development, used this to plan their next steps and were kept informed about what was happening in the service. This was done through daily conversations, feedback sheets, newsletters and display boards with both written and photographic information. Some support was also in place for families who spoke English as an additional language. We saw that online personal profiles for children had been further established to encourage two-way communication between staff and parents to support the child's learning and development. Information booklets were also available to assist families whose children were moving on to the next playroom. This method further informed and included them with this transition. Open communication was promoted throughout the nursery to ensure parental views and suggestions were sought, respected and included.

The importance of infection prevention and control guidance, practice and procedures had been improved, promoted and monitored within the service. This met three recommendations which were made at the last inspection. Additional handwashing sinks for children had been installed in some playrooms which offered easy access to soap and running water and assisted children in becoming more independent. The handwashing policy was currently the policy of the month, which meant a specific policy was displayed in detail for people who used the service. Staff were generally vigilant in attending to children's personal needs over the course of the inspection and following correct handwashing procedures themselves. However, we reminded staff to ensure that children of all ages washed their hands before eating.

Staff were aware of the benefits of all children having daily access to active outdoor play and fresh air. Throughout the day we saw that all children had the opportunity to access the varied outdoor environments. This worked particularly well in the upstairs playroom where children had free-flow access to a balcony area to extend learning experiences. Large well-resourced and natural outdoor areas had continued to be developed. Recently, the children and their parents had been included in planting and developing the garden during an open day. These areas now offered a wider variety of activities, opportunities and experiences suitable for all age groups. Planning permission had been applied for to further develop the nursery environment, both indoors and outdoors.

There was a keyworker system in place which meant one identified member of staff had particular responsibility for a small group of children within the playroom. This included keeping up-to-date with the child's care, support and development needs, building relationships with the child and their family, planning and record keeping. Following a change of manager and several staff changes within the service since the last inspection, both the management team and staff group confirmed that close-working teams were now established in each of the playrooms. All parents who completed the care standards questionnaires and those we spoke to on the day of the inspection, spoke very highly of the whole staff team.

What the service could do better

Due to staff annual leave, absence and tea/lunch breaks on the day of the inspection, some staff were redeployed to other playrooms within the service or transferred from another nursery within the company to maintain staff/child ratios. This resulted in some children's care and support needs not being fully met, the flow of the day being interrupted and some missed opportunities to support or extend children's learning experiences.

Management explained that they were in the process of recruiting staff who would be based in the service with the remit of working alongside core playroom staff teams and covering absence/annual leave. Once established, this would offer continuity of care, stability and improved outcomes for children who attended the service. (See recommendation one)

We sampled monitoring systems within the service. We saw that the storage of some medication provided by parents for their child's use while in attendance at the service was not stored in line with current good practice guidance 'Management of medication in daycare of children and childminding settings'. (See recommendation two)

We sampled staff records and checked all staff's registration with the Scottish Social Services Council (SSSC). The SSSC is the body responsible for registering people who work in care services, such as nurseries. We noted that one member of staff's registration was not in place as required. This was brought to the attention of the management team, where the issue was discussed in full. The provider and management team immediately addressed the situation. The service should continue to monitor their safe recruitment practices and procedures. (See recommendation three)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The provider and management team should review the deployment of staff within the service to ensure that the needs of all children are fully met at all times. The timing of staff breaks should be reviewed to ensure positive outcomes for children are prioritised within the service.
National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well-Managed Service
2. We highlighted two examples where medication was not in place as required for two children. We discussed this in full with the manager and have recommended that the monitoring systems for medication stored within the nursery should be reviewed and updated to ensure a more robust system is in place.
National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well Managed Service
3. The monitoring systems for the safe recruitment of staff should be reviewed and improved to include the monitoring of staff registration with the Scottish Social Services Council.
National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well Managed Service

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
12 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.