

Care service inspection report

Cranley Colinton Nursery

Day Care of Children

Paties Road Pavilion

66 Katesmill Road

Edinburgh

EH14 1JF

Telephone: 0131 441 3804

Inspected by: Joanne Shaw

Type of inspection: Unannounced

Inspection completed on: 18 October 2011



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Service provided by:

Cranley Nursery

Service provider number:

SP2003002993

Care service number:

CS2003012102

Contact details for the inspector who inspected this service:

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	6	Excellent
Quality of Environment		N/A
Quality of Staffing	5	Very Good
Quality of Management and Leadership		N/A

What the service does well

There were excellent methods in place to ensure parents and carers have the opportunity to participate in the life of the nursery and engage in the assessment and improvement of the service provided. The Manager and staff have a very good relationship with parents, carers and children and have developed excellent communication links with them. The service values the importance of well trained staff and ensures they have an opportunity to attend training courses which will benefit their work practice.

What the service could do better

The nursery has photographs of all the staff with their names at the entrance to inform parents of who they are. Senior staff such as the manager and deputy manager have their job titles displayed. This was discussed with the manager who agreed to consider putting job titles for all the staff and also a note of their qualifications.

What the service has done since the last inspection

The nursery staff have attended 'circle time' training and purchased puppets to use with 3-5 year old children. They plan to introduce circle time to the 2 year old children. The service has produced guidance leaflets on circle time for staff and parents.

The service has acquired a garden allotment which will be shared by all three Cranley Nurseries. The service also plans to have part of the allotment as a community garden which they will offer to other nurseries in the area to use.

A mini bus for outings with the children and a general handyman has been hired who, among his other duties, will drive the bus.

An Intranet for staff has been set up with access to training programmes. This gives staff the opportunity to continue their personal development.

The service has begun to use Twitter and they use it to alert parents and staff to new items on their website such as adverse weather.

The service won Nursery World's UK Nursery Chain of the Year 2011 and were finalists in the Best Website category along with five other nurseries.

Conclusion

Cranley Colinton Nursery provides a very good service for the children and their families. The Manager demonstrated good leadership and communication skills and staff said they felt supported by her in their work and with training. Staff were observed to be warm, kind and caring toward the children. Staff spoken with during the inspection were very knowledgeable about the care needs of individual children. The Manager and staff work well together as a team which has a positive impact on the quality of care they provide for the children and their families.

Who did this inspection

Joanne Shaw

1 About the service we inspected

Social Care and Social Work Improvement Scotland (Care Inspectorate) regulates care services in Scotland. It awards grades for services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on www.careinspectorate.com.

Before 1 April this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (Care Inspectorate (CI)) took over the work of the Care Commission, including the registration of care service. This means that from 1 April 2011 this service continued its registration under the new body.

Cranley Colinton Nursery is registered to provide a care service to a maximum of 25 children age two to five years. The nursery offers both full time and part time places for families between the hours of 8.00am to 6.00pm Monday to Friday.

Cranley Colinton Nursery is situated in a quiet residential area close to the centre of Edinburgh. The nursery operates from a detached, two storey building and occupies the second floor. To the back of the property there is a fully enclosed and well maintained football pitch which the nursery has access to. To the front of the property the nursery have developed a fully enclosed play area with many features to stimulate children's play, learning and imagination.

The accommodation included a large playroom for all the children with two separate areas, one for children aged two years, one for the pre school children and the main playroom is used for the three year old children. There was a cloakroom, toilet and changing facilities available for children's use. There was a large covered veranda which the children could access daily. All areas available to the children were bright, light, safe and stimulating.

Cranley Colinton Nursery is one of three nurseries provided by Mrs Anna MacLean.

The service has a well written and informative mission statement which outline their aims and objectives which included the follow statements:

'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.'

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - N/A

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - N/A

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection which took place on Tuesday 18 October 2011. The inspection took place between the hours of 9.00am and 1.30pm.

We issued ten Care Inspectorate questionnaires to the service to hand out to parents. Seven were completed and returned before the inspection took place.

In this inspection we gathered evidence from various sources including relevant sections of policies, procedures, records and other documents including:

- * Certificate of registration
- * Records of children's attendance
- * Children's files
- * Risk assessments
- * Public liabilities insurance
- * Evidence from the services self assessment
- * Observing the nursery staff with the children present during the inspection
- * Discussion with the area manager
- * Discussion with the manager
- * Discussion with the nursery staff
- * Discussion with the children
- * Discussion with the parents and carers
- * Observation of the resources, toys and environment

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

Each year all care services must complete a self assessment document informing us how their service is performing. We check to ensure this assessment is accurate.

We received an electronic self assessment from the service provider. We were satisfied with the way they had completed this and with the relevant information they had given us for each of the headings we grade the service under. The service provider identified things they thought they did well, some areas for development and any changes they planned for their service.

Taking the views of people using the care service into account

The children were observed to be enthusiastic, confident and happy. They were engaged in a variety of activities and play on offer in the playroom and were supported appropriately by the nursery staff. They appeared to be at ease with their surroundings and chatted confidently with the nursery staff and each other. A small group of three year olds were very excited about the peppermint play dough they had made. The children were too young to give detailed views on the service but when asked they said they enjoyed coming to the nursery.

Taking carers' views into account

A review of the seven returned Care Inspectorate parent and carer questionnaires indicated the following:

All seven parents agreed they received clear information about the service before their child started using it.

All seven parents agreed they and their child could visit the service before starting to use it.

Three parents strongly agreed, three agreed and one disagreed that staff share information about their child's learning and development with them and, where appropriate, their child.

Five parents strongly agreed and two agreed their child can experience and choose from a balanced range of activities.

All seven parents strongly agreed the staff encourage their child to form positive relationships with other children.

Three parents strongly agreed, two agreed, one disagreed and one did not know if their child has the opportunity to sleep or rest when they need to.

All seven parents strongly agreed they are kept informed about what is happening in the service, for example through newsletters and information boards.

Three parents strongly agreed, two agreed and one disagreed the staff ask for their child's views about activities and outings, and use them to plan future activities.

Five parents strongly agreed and two agreed they are confident that the staff have the skills and experience to care for their child and support their learning and development.

All seven parents strongly agreed the staff treat their child fairly and with respect.

Four parents strongly agreed and three agreed the service has involved them in developing the service, for example asking for ideas and feedback.

Five parents strongly agreed and two agreed they are happy with the quality of care their child receives in this service.

We received the following written comments:

'Lovely, light environment with wonderful range of outdoor space. The covered balcony is great as it allows the children to get fresh air even on a wet day.'

'It would be helpful to have more feedback on the development of my child. They are, however, extremely happy with the nursery, the environment, and the staff. They have made them very relaxed, encouraged him to make friends and he runs into nursery every day. The manager, Lorna, is excellent and I feel very secure with the nursery. They deserve a great review.'

'We are extremely satisfied with Cranley Nursery. Particularly think that the level and space of outdoor activity is a real asset.'

'I continue to be impressed and thoroughly delighted at the way staff work with the children at the nursery, motivate and challenge them to bring out the best in my child. Lorna has excellent leadership qualities and takes her staff forward with her in a very positive, informative and caring way. All the staff provide a high quality service.'

'The pre-school sessions have worked well for my child. I think otherwise they might have grown a little bored with nursery routines had they not had the stimulation of these sessions. The French classes are also a good optional extra - and I like the fact the nursery choose to offer just one additional activity like this.'

'My children are always welcomed warmly when they arrive at the nursery and are usually excited to see the staff again as well as their friends. The staff listen and respond to their conversation. All staff are also very pleasant to me and if I have any concerns or issues will discuss these with me immediately.'

A parent wrote a comment regarding concerns about access to outdoor play. This comment along with all the others were discussed with the Manager.

On the day of the inspection we spoke with parents who informed us that they thought the nursery was excellent and could not fault it or praise it highly enough. They said they were amazed at the variety of activities the nursery provided especially the physical play such as rugby.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The nursery had a participation policy in place which was shared with parents and carers. There was a children's involvement policy which was displayed in all the playrooms and also shared with parents and carers. The manager and staff were committed to involving the children and their families in assessing and improving the quality of the service provided.

The nursery used questionnaires which gave parents/carers, children and staff the opportunity to be involved in the development of the service provided. Parents were contacted by e-mail on a regular basis to ask their views.

Daily discussions with parents gave staff the opportunity to pass on regular information about their child with more formal meetings being used to discuss the children's progress in more depth.

Parents were able to comment on the service provided by using the suggestion box, comment book and/or the comments board. Any comments or suggestions made by parents were responded to by the manager, both in writing and verbally. Information could be exchanged between parents by using the parent to parent board. There was also a comments board for the children where staff displayed comments made by the children.

Parents and carers were able to comment on and make suggestions about the nursery's improvement plan. The plan was displayed in the hallway and broken down into different sections to make it easier for parents to follow.

The nursery's website gave parents the opportunity to be updated on new information and announcements whilst giving them the chance to share their views with staff and other parents.

Parents could be involved in the parents' forum through e-mail. This gave them a chance to be involved in the nursery and to add topics of interest to the forum.

A monthly newsletter was given to parents to inform them of events, holiday dates and new developments within the nursery such as the purchase of a mini bus and the establishment of garden allotments. Parents were also given a monthly themes sheet which informed them of themes and planned activities.

Photographs of the children involved in activities were displayed in the playrooms and in the children's folders. A digital photo frame was situated at the entrance of the nursery which allowed parents to view the activities their child had participated in during the day and it was updated daily.

It was apparent to us that the manager and staff had developed very good relationships with the children and their families. This was confirmed through the completed CI questionnaires.

Areas for improvement

During discussion with us the manager agreed to display a copy of the nursery's participation policy at all times so parents and carers were aware of how much they valued their participation in the development of the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service strengths

Evidence related to this statement can also be found in Quality Theme 1 Statement 1.

The nursery staff used a wide range of methods to communicate effectively with the parents and carers and to ensure that these methods met their needs.

The notice board at the entrance of the nursery had information for parents regarding activities in the nursery such as show and tell for the children, CI, services' mission statement, litter policy, snack menu and a copy of their latest newsletter. There was also an Eco information board. There was also information about a nursery in Aberdeen which the service had twinned with which included photographs.

There were displays in the hall way on topics such as Curriculum for Excellence, Pre-Birth to Three, nature walks with photographs and comments and about the Cranley garden.

Parents received an individual 'what we did today' sheet for the two year old children to give them as much information as possible about their child's day. Staff gave verbal feedback to all parents. There were 'activity' balloons displayed on the door at the entrance which gave parents feedback on the daily activities the children had participated in.

The service had begun to use Twitter. It was used to alert parents and staff to new items on their website such as adverse weather conditions.

There was evidence through out the playrooms and planning of the children's involvement. Staff were observed consulting the children and taking their views into account.

The service had a confidentiality policy in place which was shared with parents. Staff were able to discuss it and its importance.

Areas for improvement

The nursery had a complaints policy in place which they shared with parents. However, the policy requires to be amended to inform parent that they may contact the CI at any point during the complaints process. This was discussed with the manager during the inspection and she agreed to make the necessary changes.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment - NOT ASSESSED

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

Some of the strengths commented on in Quality Theme 1 Statement 1 also apply to this statement.

The nursery's questionnaire for parents contained questions to gather parents and carers views about staff and the management. A visual questionnaire was used to enable children to comment on the staff.

Parents were given the opportunity to give verbal feedback on staff at the regularly held open evenings.

Parents were kept informed about staff training through the monthly newsletter.

Areas for improvement

Some of the comments made under areas for improvement in Quality Theme 1 Statement 1 also apply to this Quality Statement.

The nursery has photographs of all the staff with their names at the entrance to inform parents of who they are. Senior staff such as the manager and deputy manager also included their job titles. It was discussed with the Manager that she could consider putting job titles for all the staff and also a note of their qualifications.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

The nursery management used a wide range of methods to ensure they had a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

The nursery had various policies and procedures in place to support this Quality Statement such as recruitment, staff review, staff records and staff training.

The nursery ensured that all staff were made aware of the Scottish Social Services Council (SSSC). They were requested as part of their contact that they had to register if not already registered within six months of beginning their employment.

There was an induction programme in place and staff kept a record of when they had completed each section. Staff spoke highly of the induction process and commented on the way the manager supported them through the process.

The nursery had a training programme in place for all staff which was recorded on a training calendar. There were three annual in-house training sessions and staff had to attend at least one out of the three. All staff had to attend mandatory training such as first aid, food hygiene and child protection,

Annual appraisals were held for staff which identified training needs. These were recorded and kept in each staff member's individual file.

Exit interviews were held for staff that left the service. It gave them an opportunity to inform the service why they were leaving, what they thought of the training provided and managers were able to record feedback.

Areas for improvement

The nursery had a new member of staff, although the manager had not seen their Protecting Vulnerable Group (PVG) Disclosure information, she had recorded the reference number of the PVG from the previous setting. The document was being sent from the nursery where the staff member had previously worked. The person was in the playroom as part of their induction training and was being mentored by a senior member of staff. The manager told us they had carried out a risk assessment and had put measures into place to ensure this person was never on their own with the children. However this had not been formally recorded. A recommendation was made about this.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should formally record risk assessments carried out by them concerning staff they plan to begin working for them before they have received all the required documentation. The manager should seek guidance from the Care Inspectorate to discuss the steps they have taken to ensure the safety of the children in their care.

National Care Standards early education and childcare up to the age of 16

Standard 2: A safe environment

Standard 12: Confidence in staff

Standard 14: Well-managed service

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent
Quality of Environment - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings
12 Aug 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing Not Assessed Management and Leadership Not Assessed
14 Sep 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 6 - Excellent
19 Jan 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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