

# Inspection report

## Cranley Buckstone Nursery Day Care of Children

226 Braid Road  
Edinburgh EH10 6NZ

**Inspected by:** Alison Precup  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 17 September 2008

**Service Number**

CS2006139256

**Service name**

Cranley Buckstone Nursery

**Service address**226 Braid Road  
Edinburgh EH10 6NZ**Provider Number**

SP2003002993

**Provider Name**

Cranley Nursery

**Inspected By**Alison Precup  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

17 September 2008

**Period since last inspection**

15 months

**Local Office Address**Stuart House  
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## **Introduction**

Cranley Buckstone Nursery is one of three nurseries provided by Mrs Anna Maclean. The nursery was registered with the care commission in November 2006.

The nursery is situated in a large detached house which is surrounded by a mature garden.

The nursery is in the Buckstone area of Edinburgh with good links by public transport.

The Nursery has undergone a complete refurbishment and the playrooms are bright and airy with a welcoming and pleasant reception area.

The nursery is in partnership with the City of Edinburgh Council to provide pre-school education for children between the ages of 3 and school entry

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

Quality of Care and Support - 4 - Good

Quality of Environment - 4 - Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

### **Before the Inspection**

This was an unannounced inspection which took place on Wednesday 17 September 2008.

The inspection started at 10:00 am and lasted for 3 and half hours.

### **The Annual Return**

The service submitted a completed Annual Return as requested by the Care Commission.

### **The Self-Assessment Form**

The service submitted a self-assessment form as requested by the Care Commission

### **Views of service users**

Fifteen Care Standards Questionnaires were issued to the service. Five completed forms were returned. Two parents contacted the Care Commission Officer via email.

### **Regulation Support Assessment**

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous

inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

Care Commission Officer Alison Precup carried out the inspection on 17 September 2008.

Evidence

During the inspection, evidence was gathered from a number of sources including:

Discussion with the manager and staff.

A review of a range of policies, procedures, records and other documentation including the following:

Child protection policy

Complaints policy

Children's development records

Room planning

Observation of staff practice

Examination of environment and equipment

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Action taken on requirements since last Inspection**

There were no requirements made at the last inspection.

### **Comments on Self Assessment**

A fully completed self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development and gave good evidence of service user involvement and how they planned to implement changes.

### **View of Service Users**

As the children were aged 3 months to 5 years, some children were not of an age to give detailed comments. However children generally were observed to be happy and content in the service.

## **View of Carers**

The service was issued with 15 Care Standards Questionnaires Five of these were returned. From the questionnaire it was established that all were either very happy or happy with the service. Comments made included:

"We have found every member of staff to be efficient, caring and friendly when looking after our son, and we are very happy with the progress he has made since he started at Cranley."

"One tiny negative point would be that very occasionally we have found out quiet late on about something that is happening at Cranley- although our son only attend two days per week and this must make it difficult keeping track of who has been informed about what."

"The staff are always friendly and helpful, my daughter is happy and excited to go there which makes it easier to leave her to go to work. I couldn't be happier."

"We are very happy with the service and the staff at Cranley and have no hesitation in booking our second child in."

Two parents contacted the Care Commission Officer via Email;

"The staff are always well presented and friendly and the new extension has provided a much more flexible format for the nursery.

I only have a couple areas of concern, one is the stairs to the senior room, I do believe this is being addressed and the gate at the main entrance. Both should be made more secure.

The garden area has been much improved and my son thinks this is brilliant.

I am very satisfied with the Cranley and hope they keep the excellent work up."

"We are very happy with the care that our son receives at Cranley.

He has made great progress socially and we are very happy to commend the nursery and its staff. He has many opportunities to participate in a wide range of activities, and he particularly enjoys playing in the garden. We are delighted that the nursery encourages outdoor play in all weathers"

## **Quality Theme 1: Quality of Care and Support**

**Overall CCO Theme Grading: 4 - Good**

**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 was offering good opportunities for parents and carers to participate in assessing and improving the quality of the care and support provided by the nursery.

Through Care Standards Questionnaires issued to parents and discussion with parents it was evidenced that parents are involved in assessing and improving the quality of care and support provided by the nursery.

A two way daily diary was in place for the youngest children. This enabled information about the child's day to be read by parents and comments about children from parents to be received by staff.

Parents comment book was in place and any comments were addressed by the manager.

Older children have a comments box which they use to evaluate their time in the nursery, this information is then used for planning future activities.

### **Areas for Development**

The nursery should look at further ways of involving parents and staff in assessing and improving the quality of the care and support provided by the service. (See recommendation 1)

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

**Statement 3: We ensure that service user's health and wellbeing needs are met.**

### **Service Strengths**

The nursery had a clear set of aims and objectives in place.

All of staff were observed to interact warmly and appropriately with the children who were observed to be relaxed and comfortable in their care.

An infection control policy was in place and was observed by the Officer to contribute to a clean and well maintained environment.

The nursery had gathered relevant information on the individual children's needs.

The nursery had a system of cleaning procedures which were observed to be carried out.

An appropriate Child Protection policy was in place. This contained all the key information required by the National Care Standards and was shared with parents/carers.

Children's profiles were being developed and parents could access these if they requested.

Younger children follow the Birth to Three guidelines.

Regular meetings with senior room staff ensure that relevant information is being shared appropriately.

### **Areas for Development**

The nursery is currently being refurbished. Part of the plan will be to redevelop the outside areas. The Care Commission Officer would agree that the outside play area needs updating and that there are some areas will be made safer for children to use. (See recommendation 2)

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

## **Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.**

### **Service Strengths**

There were good opportunities provided for service users and carers to participate in assessing and improving the quality of the environment within the service.

See Quality Statement 1.1.

### **Areas for Development**

See Recommendation 1.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 2: We make sure that the environment is safe and service users are protected**

### **Service Strengths**

Entry to the nursery was through an entry system.

A visitors signing in book was in place.

Recent Environmental Health checks were positive.

Playrooms were well laid out with areas for group play, individual play and rest times.  
Risk assessments were carried out on a regular basis on all areas of the nursery.

Cleaning procedures were in place and staff were following them.

A complaints procedure was in place and information regarding how to make complaints was up on the reception notice board.

Good links had been made with other health professionals to support staff in their care of children.

**Areas for Development**

The steps leading to the second floor must be made safe. (See requirement 1)

**CCO Grading**

4 - Good

**Number of Requirements**

1

**Number of Recommendations**

0

### **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

#### **Service Strengths**

There were good opportunities provided for service users and carers to participate in assessing and improving the quality of staffing within the service.

See Quality Statement 1.1.

#### **Areas for Development**

See recommendation 1.

#### **CCO Grading**

4 - Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 2: We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.**

#### **Service Strengths**

Safe recruitment policies and procedures are in place. Annual appraisals were carried out.

Monthly staff meetings were in place and staff informed the officer that they were informative and useful.

Training needs are identified and met through in house training and external training opportunities.

Some staff were in the process of registering with the Scottish Social Services Council (SSSC) Management and staff understood their responsibilities under the SSSC codes of conduct.

There was good continuity of staff.

Staff informed the officer that they found the management to be supportive and approachable.

## **Areas for Development**

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 4 - Good**

**Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

### **Service Strengths**

There were good opportunities provided for service users and carers to participate in assessing and improving the quality of the management and leadership of the service.

See Quality Statement 1.1.

### **Areas for Development**

See recommendation 1.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

### **Service Strengths**

The management were aware of their responsibility to report staff to the SSSC on grounds of misconduct. The manager was also aware that any incidents of staff misconduct or dismissal should be reported to the Care Commission.

There was evidence that the management regularly audited areas of the nursery. This included programmes for play, the environment and staff skills and expertise.

There were opportunities for service users to comment on the service. These comments were used to make changes and improvements. This could be done through the annual parent's reviews and surveys.

The Quality Improvement Officer from the City of Edinburgh Council undertook educational audits in the pre-school provision.

### **Areas for Development**

Some staff were in the process of being registered with the Scottish Social Services Council

(SSSC), however there were some staff who still had not begun the process. The Provider should ensure that all staff are made aware of their responsibilities under the SSSC codes of conduct. (See recommendation 3)

**CCO Grading**

4 - Good

**Number of Requirements**

0

**Number of Recommendations**

1

**Regulations / Principles**

**National Care Standards**

## **Enforcement**

There has been no enforcement action against this service since the last inspection.

## **Other Information**

On the day of the inspection the nursery were in the final stages of completing the new extension. Therefore some children were not in their usual rooms.

Since the inspection the nursery have indicated that they have already met the following:  
Requirement 1: Regarding the external stairs. These have now been replaced with galvanised steel steps.

Recommendation 2: Regarding making safe the outside play area. Artificial grass and safety padding has been installed.

## **Requirements**

1. The steps leading to the upstairs entrance must be either renewed or replaced. This is order to comply with SS1 Scottish Statutory Instruments 2002/114 Regulation 10 (1) (2) (b).

## **Recommendations**

1. The service should develop effective methods by which parents and staff can participate in assessing and improving all aspects of the service. National Care Standards for Early Education and Childcare up to the age of 16 Standard 13 - Improving the service.

2. The nursery should now begin to put in place plans for the development of the outside area and ensure that all areas will be made safer for children to use. National Care Standards for Early Education and Childcare up to the age of 16 Standard 2 A safe environment.

3. The provider should ensure that they and their staff are up to date with all relevant legislation in relation the Scottish Social Services Council (SSSC) and that staff begin to register with SSSC. National Care Standards for Early Education and Childcare up to the age of 16 Standard 12 Confidence in the Staff and SSSC Codes of Practice - Employers 3.3

**Alison Precup**

**Care Commission Officer**