

# Care service inspection report

## Cranley Colinton Nursery

### Day Care of Children

Paties Road Pavilion

66 Katesmill Road

Edinburgh

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Telephone: 0131 441 3804

Inspected by: Joanne Shaw

Type of inspection: Unannounced

Inspection completed on: 21 August 2012



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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	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

### What the service does well

Cranley Colinton Nursery is committed to provide a service of the highest quality in which children have access to a wide, varied and challenging range of activities in a warm, caring and supportive environment. This includes access to physical play and fresh air through use of the large, enclosed garden area and allotment. Staff provide a safe and secure environment for the children and are highly skilled in their interaction with them. Children are supported by staff to have an input in their learning and development and to set learning goals for themselves both at nursery and home.

### What the service could do better

Cranley Colinton Nursery should continue to maintain and build upon the high quality processes in place to involve families, children and staff in the participation and evaluation of the service.

### What the service has done since the last inspection

The nursery received its Eco Green Flag in April 2012. Evidence of all the work carried out by the staff, parents and children to achieve this is displayed throughout the nursery.

The nursery were awarded second place in the National Day Nursery Association's Scottish Nursery of the year award for 2012. Nursery parents were included in the application process.

The nursery has introduced Skype to allow the children to chat with the children at their sister nurseries at Buckstone and Craiglockhart and also with the nurseries they twin with in Edinburgh and Aberdeen. The parents have been supportive of this and have given their permission for their children to participate.

### **Conclusion**

Cranley Colinton Nursery is welcoming and friendly with excellent information about the nursery being made available for parents. Staff work well together as a team and are enthusiastic and committed to improving the quality of service provided. They are extremely knowledgeable about the individual children and their needs. Staff are supported by the provider, group director and manager to provide an excellent service for the children and their families. There are a wide variety of opportunities in place to enable parents to give feedback about the service as parents' involvement in the nursery is extremely important to both staff and management.

### **Who did this inspection**

Joanne Shaw

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com). This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate (CI) on 1 April 2011.

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulation, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Care Inspectorate.

Cranley Colinton Nursery is situated in a quiet residential area close to the centre of Edinburgh. The nursery operates from the second floor of a detached, two storey building. The building is next to large playing fields, owned by the City of Edinburgh Council, which the nursery has access to. There is a large enclosed garden with a variety of features to stimulate children's play, imagination and learning.

The nursery accommodation includes a large playroom with an adjacent small room which is a dedicated home corner. There is also a room for the children aged two years and a room for the pre school children. There is a cloakroom area, toilet and changing facility. The children also have daily access to a large, covered veranda.

Cranley Colinton Nursery is registered to provide a care service to a maximum of 25 children aged two years to five years. Families are offered both full time and part time places between the hours of 8.00am to 6.00pm, Monday to Friday.

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

The service's mission statement outlines their aims and objectives and includes the following 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 - Grade 6 - Excellent**

**Quality of Staffing - Grade 6 - Excellent**

**Quality of Management and Leadership - Grade 6 - Excellent**

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.careinspectorate.com](http://www.careinspectorate.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 Wednesday 15 August 2012 between the hours of 9.00am and 3.35pm. We returned on Tuesday 21 August 2012 between the hours of 9.00am and 10.30am to complete the inspection and inform the manager and group director of our findings during the inspection.

The inspection was carried out by Care Inspectorate (CI) inspector, Joanne Shaw.

As requested by us, the service completed an electronic self assessment form and annual return. We issued twelve CI care standards questionnaires to the service to hand out to parents. Nine were completed and returned to us 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 Learning Stories folders
- \* Risk assessments
- \* Minutes of Meetings
- \* Training records
- \* Newsletters
- \* The services' annual return
- \* Nursery's policies and procedures
- \* Medication recording system
- \* Accidents/incidents recording system
- \* Service's evidence folders
- \* Information leaflets for parents
- \* Nursery's Handbook for parents
- \* Planning sheets
- \* Public liabilities insurance
- \* Evidence from the services' self assessment

- \* The service's questionnaires
- \* Observing the staff with the children present during the inspection
- \* Discussion with:
  - \* the manager
  - \* the deputy manager
  - \* the group director
  - \* the staff
  - \* the children
- \* Observation of the resources, toys and environment.

All of the above information was taken into account and reported on under the relevant Quality Themes and Statements within this report.

### **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](http://www.firelawscotland.org)

## What the service has done to meet any recommendations we made at our last inspection

A recommendation was made at the last inspection.

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 child care up to the age of 16

Standard 2: A safe environment

Standard 12: Confidence in staff

Standard 14: Well-managed service.

The service has developed a system to be able to record the risk assessment of new staff if they started employment with them before all the required documentation has been received. This included a space to record any guidance discussed with the Care Inspectorate. The system had not been used as the service followed safer recruitment best practice in line with Care Inspectorate guidance. This recommendation has been met.

## 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.

We received an electronic self assessment from the service. 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 identified things they thought they did well, some areas for development and changes they planned for their service. The information contained in the self assessment matched our findings.

### **Taking the views of people using the care service into account**

On the day of the inspection all of the children were observed to be happy and actively occupied with the activities available to them. They played independently and in small groups and appeared to be relaxed. The children were seen to chat confidently with the staff and each other and told us how much they enjoyed using the service's outdoor area. We observed the staff interacting with the children and intervening appropriately in the play. Children were seen to be supported by staff to make their own choices throughout the day.

### **Taking carers' views into account**

A review of the nine returned CI care standards questionnaires indicated that eight parents 'strongly agreed' and one 'agreed' with the following statement:

\* Overall, I am happy with the quality of care my child receives in this service.

Further information received from the questionnaires has been included in this report as appropriate.

We received the following written comments:

'All my (number) children have attended the nursery and I am extremely happy with the care and nurturing that they provide. I always recommend the nursery and love their use of outside space, especially commendable is their new allotment space.'

'Cranley Colinton Nursery benefits greatly from having an excellent manager who greatly cares about the children's wellbeing but who is also understanding in regards to parent's needs and wishes. She is supported by a small, close unit of staff that has not changed greatly in the last 2 years. (Name) is excellent at noting small details of your child's day and describing these to you (often with considerable humour!). (Name) seems to be always on hand to comfort, encourage and reassure. I like the fact Cranley doesn't feel the need to take the children out of the nursery too much and trips that do happen seem to be carefully planned. Additionally, charged activities are limited. Zumba has been a huge hit with my daughter! I think the allotment is a great idea and educational on so many different levels. This is the third nursery we have used. Each has its good points but Cranley has been the best in terms of consistency and building a meaningful relationship between the staff, children and parents.'

'The atmosphere at Cranley's Colinton Nursery is wonderful - it's exactly how a nursery should be. Lovely staff and a very caring environment. The outside play areas are fantastic.'

'I have (number) children at Cranley and they come home extremely happy having had the chance to participate in different activities and get out in the fresh air, the latter in my opinion is crucial to young children. The balcony play area is excellent especially in this very wet period. Zumba and Club Active are fantastic activities. The allotment, orchard and the minibus have been outstanding additions and have been excellent in bringing the chain of nurseries together. Happy kids, happy parents!!!!'

'I have been very happy with the care provided for my child. The staff are excellent, lots of great activities for the children to be part of. (Name) the manager proves good leadership skills and it is nice to see the manager working in the nursery with the children and staff.'

'Cranley Colinton is a superbly organised nursery. We are deeply impressed by the quality of provision..... Staff are attentive, kind, caring towards my child. Resources are very well allocated. There are no end to the creative solutions staff come up with to aid learning and development. Our (number) child will be joining Cranley Colinton soon and I have no hesitation in recommending this nursery to anyone.'

## 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

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

Cranley Colinton Nursery had excellent systems in place to make sure that service users and carers were involved in assessing and improving the quality of care and support provided by them.

Parents were regularly consulted, involved and asked for feedback by the nursery through:

- \* Parents' evenings.
- \* Monthly newsletters issued to parents by e-mail with paper copies made available for parents without e-mail addresses.
- \* Theme sheets to inform parents of the topics being covered each month.
- \* Eco Committee meetings
- \* The nursery had a website and web forum for parents.
- \* Parent consultation meetings were held regularly to discuss their child's progress and next steps.
- \* Parents were encouraged to spend time in the nursery and share their skills such as playing the flute with the children.
- \* E-mail communication with parents.
- \* Parents were able to contribute to their child's personal learning story and help them to set learning goals for either the nursery or for home.
- \* Informal daily exchange of information at the beginning and end of the session and this gave a link to the child's care between nursery and home.
- \* Information balloons displayed on the entrance door informed parents of their child's day.
- \* In-depth questionnaire for parents gave them an opportunity to comment on different aspects of the service. Parents received individual feedback on any comments made.
- \* Questionnaires asking for parent's views on the nursery and staff.

- \* A 'comments' book and box.
- \* On-line manager's communication to allow parents to ask questions and receive answers.
- \* Twitter Social Network to keep parents informed about events.
- \* An involvement policy in place which was shared with parents.
- \* Formal and informal meetings between staff and parents.

In addition to the above, notice boards, photographs and displays were used to keep parents fully informed of plans, events, a reminder of ways that they could be involved in the nursery and about what was happening in the nursery and local area.

We saw staff welcoming both the children and their parents on arrival at the nursery. It was evident from this that the relationship that had been built between them was informative, supportive and open. Parents had an opportunity to speak with staff members in confidence about their child and any concerns they might have. This meant that parents were kept fully informed about their child.

Parents were given the opportunity to visit the nursery with their child before they began and this is when they received information about the nursery. This meant parents were given information which was relevant and informative before their child started at the nursery.

To ensure that children and parents were given time to settle into the nursery, settling in visits were in place. Staff worked with the families to make sure the child felt safe, happy and settled in their care.

The nine completed CI care standard questionnaires indicated all the parents agreed with the statements that:

- \* I received clear information about the service before my child started using it.
- \* My child and I were able to visit the service before starting to use it.

Children were given the opportunity to give their views on the care and support they received whilst at nursery. These included the following:

- \* Circle time
- \* Mind Mapping, which gave them an opportunity to give their ideas and suggestions during the planning process of activities
- \* The use of floor books and talking tubs.
- \* Comment area, with children's comments displayed
- \* A 'news' tree
- \* Observations by staff
- \* Children's Involvement policy
- \* Eco committee meetings
- \* Being involved in decision making about the nursery

- \* Setting their own learning goals with staff and at home
- \* Questionnaires
- \* An achievement wall which celebrated children's achievements from both the nursery and at home.

Staff supported and worked with the children to make them feel secure and that their contributions to their learning was respected and valued. They used these methods and observations to ensure learning opportunities and experiences met the needs of the children. Children's views and comments were used by staff to inform their weekly planning.

The nine completed CI care standard questionnaires indicated that parents either 'strongly agreed' or 'agreed' with the following statements:

- \* Staff share information about my child's learning and development with me and, where appropriate, my child.
- \* I am kept informed about what is happening in the service, for example through newsletters and information boards.

### **Areas for improvement**

In their self assessment form the service identified that they planned to:

- \* Continue to involve parents in setting goals and standards for the nursery.
- \* To include the nursery's aims and goals in the service's forth coming questionnaire.
- \* Developing separate policy documents for parents and staff.

We agreed that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The nursery should continue to maintain and build upon the excellent standard they have achieved in relation to this statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 3**

We ensure that service users' health and wellbeing needs are met.

### **Service strengths**

Cranley Colinton Nursery had excellent systems in place to ensure that service user's health and wellbeing needs were met.

Evidence recorded in Quality Theme one, Statement one also applies to this statement.

The nursery had excellent policies and procedures in place which supported this statement. These included child protection, healthy eating, infection control, behaviour management, health and safety, medication, nappy changing and infection control for breast milk bottle feeding. These were used by staff to inform their work practice.

Children were supported in their play by staff who identified opportunities to extend their learning. Staff were highly skilled in their interactions with the children and intervened appropriately. They used open ended questions to support and encourage the children's independence and to allow them to make decisions about their learning and play. Staff were able to discuss the children's stage of development and their next steps for learning.

Information about children's health, allergies and dietary requirements was recorded and regularly reviewed and updated with parents. This allowed staff to plan for the children and meet their individual needs.

The younger children were given the opportunity to rest and sleep during the day and they were monitored by staff at regular intervals. Older children who wished to rest or look at books had access to a quiet area in the playrooms.

The Scottish Government's document 'Nutritional Guidance for Early Years' was used by staff to help inform their snack menus. The children were consulted on the types of healthy snacks they would like and were involved in their purchase and preparation. The vegetables and fruit grown at the nursery's allotment were used for snack. The children were supported by staff to decide what vegetables to plant and they helped to plant, pick and eat them. Children had access to water to drink throughout the day.

Children who attended nursery all day brought packed lunches from home and they were stored appropriately in fridges. All meals were recorded along with the temperature noted for those that had been heated, such as soup or pasta. This was signed by the member of staff preparing lunch. All staff had attended a food hygiene course. This ensured they were aware of how to prepare snacks in accordance with best practice.

Infection control procedures were in place throughout the nursery and staff were able to demonstrate they were aware of the need for infection control. We observed staff encouraging and reminding children to wash their hands before eating and after

toileting. Staff were observed wearing the appropriate protective apron and gloves when changing children's nappies. Nappy changing guidelines were displayed on the wall which meant staff had access to the processes they were expected to follow.

A toothbrushing programme was in place and children were seen being supported by staff to clean their teeth after lunch. This was in accordance with National Health Service's latest best practice guidance, 'National Standards for Nursery and School Toothbrushing Programmes'.

In the completed CI care standard questionnaires all nine parents indicated 'strongly agree', 'agree' or 'not applicable' to the following statements:

- \* My child has the opportunity to sleep or rest when they need to.
- \* The staff encourage my child to form positive relationships with other children.
- \* My child regularly gets fresh air and energetic physical play.
- \* The service provides a healthy and well-balanced diet which meets my child's dietary and cultural needs.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned, as a priority, to ensure all new staff attend food hygiene, first aid and child protection training. We agreed that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The nursery should continue to maintain and build upon the excellent standard they have achieved in relation to this statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

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 environment within the service.

#### Service strengths

The strengths under Quality Theme one, Statement one also apply to this statement.

The service asked parents to evaluate and comment on the environment in their parental questionnaire.

#### Areas for improvement

In their self assessment form the service identified that they planned to:

- \* Continue to further encourage parents to give views through the forum and regular e-mails.
- \* Encourage parents and carers to be involved in the allotment.
- \* To record in their evidence folder visits from parents and other visitors who share their skills with the children and staff.

We agreed that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The comments made under areas for improvement in Quality Theme one Statement one also apply to this Quality Statement.

**Grade awarded for this statement:** 6 - Excellent

**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

Cranley Colinton Nursery had excellent systems in place to make sure that the environment was safe and service users were protected. There were various policies and procedures in place to support this statement such as health and safety, accident and incident, no smoking, risk assessment and child protection.

The bright and welcoming entrance area was clear of clutter which allowed safe entry and exit. Displayed at the entrance was information which informed parents and visitors about the nursery and also events being held in the local community.

The entrance was secure and a buzzer system was in place on the main door into the nursery. Parents and visitors were given access to the building by staff and visitors were asked to sign the 'visitors' book when entering and exiting the nursery. This ensured the children were safe and staff were aware of who was in the building.

The playrooms were in a good state of repair and were suitably ventilated, heated and lit. A maintenance system was in place and tasks were recorded in a book with the urgency for repair. There were electrical and gas maintenance contracts for the upkeep of appliances.

The nursery was observed to be clean and staff were responsible for cleaning with a cleaner going in two days a week to carry out more intense cleaning. Records were kept of all areas and equipment cleaned. This showed the staff were aware of the need to maintain cleanliness.

Environmental Health made regular visits. Issues raised from their visits were dealt with immediately and any actions were recorded. This showed that the provider and manager were committed to the upkeep of the building and resources.

Visual risk assessments of the outdoor area, playrooms and toilets were carried out daily by staff and recorded. Recorded risk assessments were also carried out regularly on all areas of the nursery including all the outdoor areas and play equipment by the manager. The manager also carried out health and safety checks each week on the building, outdoor area, equipment, resources and stairway and these were recorded. This ensured the health and safety of the children during their attendance at the service.

The nursery's accident and incident recording system ensured parents were fully informed about those involving their children and what had happened and the actions taken by staff. The system was monitored by the manager to ensure the safety of the children and staff.

The equipment, furnishings and resources were age and stage appropriate for the children attending the service. Staff planned appropriately to ensure a variety of resources were on offer for the children.

Playrooms had attractive displays on the walls which included current topics and examples of the children's artwork. Children's interests were stimulated by staff by being involved in creating pictures for the displays.

The playrooms were set up to allow children to be able to take part in a variety of different activities and to engage in group activities. The layout of the playrooms and garden was interesting and child centred. The activities were well managed by staff and appropriately used by children. Children were encouraged by staff to take care of the toys, equipment and to tidy up when they had finished using them.

We reviewed the nursery's medication procedures and found they demonstrated that following parental permission and instructions, medication was being correctly administered by staff and recorded. Staff spoken with were able to demonstrate that they knew the correct procedures to follow when administering medication to children.

There was a safe, well maintained outdoor garden area which children had regular access to. We saw that children enjoyed playing outside and were able to run around safely and engage in challenging physical play.

In April 2012, the nursery had achieved its Eco Green Flag award. An Eco committee was in place which was made up of children, parents and staff. Information was displayed in the nursery playrooms about the Eco work carried out. This showed the ways in which the nursery encouraged the children to care for the environment and to recycle.

In the nine CI care standard questionnaires returned to us the parents indicated 'strongly agree' or 'agree' to the following statements:

- \* The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- \* The service has a suitable range of equipment, toys and materials for the children.
- \* The staff ask for my child's views about the activities and outings, and use them to plan future activities.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned to:

- \* Continue to maintain high health and safety standards.
- \* Continue to regularly risk assess different areas of the nursery.
- \* To carry out risk assessments for the new mini bus.

We agreed that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The maintenance recording systems was dated to show when entries were made and these were ticked on completion. We discussed with the manager that it might be

beneficial to date when work was completed to show how long it had taken to carry out the repair. The manager was in agreement with this and will make changes to the system.

The nursery should continue to maintain and build upon the excellent standard they have achieved in relation to this statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

### Statement 1

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

#### Service strengths

The strengths under Quality Theme one, Statement one also apply to this statement.

#### Areas for improvement

In their self assessment form the service identified that they planned to encourage parents to share any relevant recruitment skills with the nursery. This was to be done through regular reminders in newsletters and on the nursery's website. We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The comments made under areas for improvement in Quality Theme one Statement one also apply to this Quality Statement.

**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

Cranley Colinton Nursery had excellent systems in place to ensure they had a professional, trained and motivated workforce which operated to National Care Standards (NCS), legislation and best practice.

The nursery had an excellent range of policies and procedures which supported the professional approach taken by staff. These included policies such as recruitment, staff training, staff review process, whistleblowing and confidentiality.

A new 'employee handbook' had been devised by the group director which included excellent information for new staff such as the ethos of the nursery, training opportunities and standards of conduct. This had been introduced as part of the service's induction programme and ensured new staff were aware of the service's

policies and procedures, their role and the nursery's routines. The induction programme was carried out by the manager.

Staff were regularly offered training opportunities and training was also identified as part of the nursery's appraisal process. Staff attended mandatory training such as food hygiene, first aid and child protection and regular updates were attended as required. Staff told us that they were encouraged to attend qualification training by the management team. They also described the in house training they had attended on topics such as team building and floor books. This ensured staff were trained for the positions they held.

Training records were kept by all members of staff as part of their condition of their registration with the Scottish Social Services Council (SSSC).

Staff received ongoing supervision with the deputy manager. They also took part in annual appraisals with the manager. Before the appraisals took place, staff were given an evaluation form about their work practice to complete and were asked to state their aims and goals for the forthcoming year. Staff told us they found the process helpful and that they were also given the opportunity to comment on all aspects of the service.

The manager held exit interviews with members of staff leaving their employment with the nursery. The reason why they were leaving and what they thought of their time with the service were recorded and the information was used to develop the service. This showed that all staff comments were valued by management.

Photographs of staff members were displayed along with their name, qualification and some information about them. This ensured parents knew who were taking care of their children.

The nine completed CI care standard questionnaires indicated that parents either 'strongly agreed' or 'agreed' with the following statements:

- \* I am confident that the staff have the skills and experience to care for my child and support their learning and development.
- \* I am confident that there are always enough staff in the service to provide a good quality of care.
- \* My child appears happy and confident with the staff.
- \* I am confident that the staff will protect my child from harm, abuse, bullying and neglect.
- \* The staff treat my child fairly and with respect.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned to continue with the good practice already in place.

The nursery should continue to maintain and build upon the excellent standard they have achieved in relation to this statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

#### Service strengths

The strengths under Quality Theme one, Statement one also apply to this statement.

#### Areas for improvement

In their self assessment form the service identified that they planned to:

- \* Use the nursery's website to give parents information on management and leadership and when new initiatives are introduced.
- \* Put in place new monthly evaluation sheets for both parents and staff.
- \* Develop individual staff evaluation folders for staff.

We agreed that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The comments made under areas for improvement in Quality Theme one Statement one also apply to this Quality Statement.

**Grade awarded for this statement:** 6 - Excellent

**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

Cranley Colinton Nursery had excellent systems in place to demonstrate that they used quality assurance systems and processes which involved service users, carers, staff and stakeholder to assess the quality of service they provided.

The service was repeatedly monitored and evaluated by management and staff. Work practice was reflected on and used as part of future planning during staff meetings. Playrooms were monitored each month by the deputy manager and manager with the information being shared and developed by staff with support. The group director

also monitored the playrooms and staff's work practice and any issues or concerns from this was dealt with quickly and appropriately.

The best practice document 'Child at the Centre 2' (C@C2) was used by the manager and staff to assist in the evaluation of the service being provided for the children and their families. The information from this was used to assist with the development of the nursery's Standard and Quality Improvement Plan (SQIP). Staff were aware of their role in its progression.

Staff used evaluation sheets to monitor and evaluate different aspects of the service provided such as newsletters, theme sheets and staff meetings. Parents, staff, the children and the manager could comment depending on the topic. The sheets could also be used as part of peer assessments. The manager used them to evaluate and audit work practice in the playrooms and used the information as part of the appraisal system for staff.

The information contained in the children's personal learning stories was monitored by the deputy manager and manager. Any areas for development were discussed with the member of staff responsible for their completion. This ensured all learning stories were completed to the same high standard by staff.

Regular meetings were held by staff to evaluate the service they were providing, discuss planning and ensured they were meeting the needs of the children. The manager took part in regular meetings with the managers of their sister nurseries. Both meetings were recorded and the minutes were shared with all staff.

'Sharing Playroom' practice monitoring sheets were used to evaluate different areas of the nursery such as health and safety, planning, personal learning stories. Action plans were used to identify ways to develop these areas. This showed that the manager and staff were constantly developing and improving the service for the children and their families.

Parents leaving the service were asked to complete an exit questionnaire. The information from these was used to evaluate and develop the service.

The nine completed CI care standard questionnaires indicated that eight parents 'strongly agreed' and one 'agreed' with the following statement:

\* The service has involved me in developing the service, for example asking for ideas and feedback.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned to continue with the good practice already in place.

The nursery should continue to maintain and build upon the excellent standard they have achieved in relation to this statement.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

You can find information about complaints that have been upheld or partially upheld on our website [www.careinspectorate.com](http://www.careinspectorate.com).

### Enforcements

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

### Additional Information

Not applicable.

### 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

<b>Quality of Care and Support - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Environment - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
<b>Quality of Staffing - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Management and Leadership - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

## 6 Inspection and grading history

Date	Type	Gradings	
18 Oct 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
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

## Inspection report continued

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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## Translations and alternative formats

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

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