

Inspection report

Cranley Colinton Nursery Day Care of Children

Paties Road Pavilion
66 Katesmill Road
Edinburgh EH14 1JF

Inspected by: Alison Precup
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 19 January 2009

Service Number

CS2003012102

Service name

Cranley Colinton Nursery

Service addressPaties Road Pavilion
66 Katesmill Road
Edinburgh EH14 1JF**Provider Number**

SP2003002993

Provider Name

Cranley Nursery

Inspected ByAlison Precup
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

19 January 2009

Period since last inspection

12 months

Local Office AddressStuart House
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Introduction

Cranley at Colington nursery was registered with the Care Commission on 1 April 2002. The nursery is registered to accommodate a maximum of 25 children between the ages of two years to those not yet attending primary school. The nursery offers both full-time and part-time places for families who required this service.

The nursery operates from detached, single storey building.

Externally to the back, there is a fully enclosed, and well maintained football pitch which the nursery have access to. Externally to the front the nursery have developed a fully enclosed play area with many features to stimulate children's play, learning and imagination.

Internally, the accommodation provides separate areas for children aged two to three years and for children aged three to those not yet attending primary school. There are cloakroom and toilet and changing facilities available for children's use. There is a large covered veranda which the children can access daily.

All areas to which children have access are bright, light, safe, hygienic, stimulating. On the day of the inspection, children were seen to be happy, relaxed and confident.

There are many attractive displays of children's work and photographs of children engaged in a wide variety of activities.

The nursery has a well written and informative policy statement detailing its service aims and objectives.

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

Quality of Care and Support - 5 - Very Good

Quality of Environment - 5 - Very Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very 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) for the most up-to-date grades for this service.

Basis of Report

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.

This contained information on the strengths of the nursery and areas for further development. It also contained much information on how parents, children and carers participated in the process.

Views of service users

There were 12 children present at the inspection.

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

The report was written following an unannounced inspection which took place on 19 January 2009. The inspection was carried out by Alison Precup Care Commission Officer, and started at 10:30 and finished at 12:30.

Evidence

During the inspection, evidence was gathered from a number of sources including, discussion with the area manager and nursery manager, regarding the operation of the service.

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

Action taken on requirements since last Inspection

No requirements were made at the last inspection.

Comments on Self Assessment

A fully completed self-assessment document was submitted by the nursery. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The nursery identified the strengths of the service and some areas

for further development. It gave evidence of service user involvement and how staff planned to implement changes.

View of Service Users

There were 12 children present at the inspection. Each was seen to play happily and interacted extremely well with staff.

View of Carers

Fifteen Care Commission questionnaires were issued and 14 were returned to the Care Commission. Each indicated that parents/carers were very happy with all aspects of the service received.

Comments on the Care Commission questionnaires and conversations with parents during the inspection included:

"The staff are all very friendly and provide a happy environment which is a huge comfort to me as a parents dropping and picking up my child"

"For me the stand out feature of this nursery is the high quality of staff. The continuity and professionalism of the staff has impressed us"

"We are very happy with the caring, individual approach taken by the staff towards the care and education of our daughter"

"The staff are very experienced and even at the end of what has been a exhausting day the staff continue to engage the children and nobody seems "frazzled"

"I consider Cranley nursery to be an excellent nursery. The children are loved and respected and their views listened to"

"Very confident that this nursery provides a great service, is safe and my child is encouraged to learn"

"The service at this nursery is excellent, staff very committed and proud of their work they develop confident children and encourage a very positive behaviour towards them"

"The nursery is welcoming and comfortable for all the children and the atmosphere is always warm and fun. The nursery is a credit to the manager and her team"

"My daughter is very happy at Cranley. The staff make great use of the outdoor space. My daughter is encouraged to share her ideas and is in turn increasingly confident and independent"

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 5 - Very 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

Not all aspects of this quality statement were evaluated. Having sampled evidence given by nursery in the self-evaluation of the service, a review of documentation and observations of outcomes for children relating to how service users and carers participated in assessing and improving the care and support provided by them, this service was found to have an excellent performance in relation to this statement.

A variety of methods were noted by the service which they believed ensured that parents and carers were involved and had an impact on the nursery. These included newsletters, regular information to parents and carers about their children through informal daily discussions and more formal parent's meetings to discuss children's progress, notice boards, suggestion box's for parents and children, comments book for parents and children. Questionnaires were distributed, collated and individuals responded to.

The nursery worked very hard to involve parents and families in the life of the nursery with information being shared via email as well as verbally and through the notices in the nursery.

Staff were seen to be very responsive to children and children responded to them in a positive manner.

Photographs of activities undertaken with the children were displayed in books and showing the children's experiences.

Staff informed that they were keen to establish a good relationship with parents and carers from an early stage.

Prospective parents and carers were provided with an introductory pack which included relevant information relating to the service.

Areas for Development

The nursery had identified introducing a parent's representative group to bring any relevant topics or concerns to the managers attention. This group could also allow the nursery to involve parents in their self assessment and development planning.

The nursery could have a visual board that informed parents how the nursery addressed any suggestions or comments made by the parents, children and staff. (see recommendation 1)

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

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

Service Strengths

Not all aspects of this quality statement were evaluated. Having sampled evidence given by the head teacher in the self-evaluation of the service, a review of some documentation and observations, this service was found to have a very good performance in relation to this statement.

The service noted a variety of methods being used to ensure that children's health and wellbeing needs were being met. These included; policy and practice in the areas of healthy eating, tooth brushing, rest and active play, infection control, child protection and planning for children using current childcare guidance.

Healthy eating was promoted throughout the nursery and children's independence was encouraged.

There was evidence to support the service's approach to child protection matters. Staff had a very clear understanding of their roles and knew to direct concerns to the designated child protection officer within the nursery and what measures to take thereafter. All had participated in child protection training.

The previous inspection report and certificate were available to all parents.

A very good range of physical activities on offer contributed to the physical well being of the children. These included daily access to veranda where children could play with various activities as well planting. The large enclosed cricket field allowed more physical play. And the enclosed garden had stimulating and interesting equipment available.

Areas for Development

The nursery stated that they now had more children who were going down for a nap. They had provided mats and appropriate head sheets and blankets; they had a monitoring sheet in place and checked every 10 minutes. The Care Commission Officer suggested that the nursery get a timer to ensure that staff keep to this ten minute monitoring. (See recommendation 2)

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very 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 excellent 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

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

Following discussion with the nursery staff, a sample of the documentation and observations of outcomes for children, this service was found to have a very good performance in relation to this statement.

The service noted a variety of methods being used to ensure that the nursery environment was safe and service users protected. This included effective policy and practice in the areas of risk assessment - including the nursery security and regular cleaning schedules.

The service was observed to be clean and in a good state of repair and there was good ventilation, heating and plenty of natural light. Children were able to move freely around the rooms and to access the outdoors for most of the session. A good range of table top displays encouraged discussion with children linking in with current topics.

There was an accident recording system in place to ensure parents were made aware of any injury to their children.

Resources were extensive and allowed for the development of the children's imagination,

fine and gross motor skills along with the development of their social and emotional skills. Resources were well stored and catalogued for easy access by staff to support children's learning and challenge interest.

Staff interacted extremely well with each of the children.

Areas for Development

The nursery had identified sourcing staff training for Health and safety training the Care Commission Officer would agree that this would help maintain the very good standards being met in this area.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 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

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

See Quality Statement 1.1.

Areas for Development

The nursery had identified that they should add a question relating to the effectiveness of the staff and management to the parents questionnaires. This would ensure that parents were able to contribute to assessing and improving the quality of staffing in the nursery.

See Recommendation 1.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

Following discussion with the nursery staff, this service was found to have a very good performance in relation to this statement.

All staff were appropriately qualified.

All staff benefited from in-house training as well as participating in the council programme of training opportunities.

Staff had a working knowledge of the National Care Standards and other practice guidelines.

Staff were familiar with the nursery policies and were seen to encompass them in their work throughout the day.

Staff had a sound knowledge of recent publications and incorporated best practice into their day to day work.

Areas for Development

The manager now needs to look at the further qualifications the Scottish Social Services Council (SSSC) require of her in her position as manager. (see recommendation 3)

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very 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 very good opportunities provided for service users and carers to participate in assessing and improving the quality of the management and leadership within the service.

See Quality Statement 1.1.

Areas for Development

See Recommendation 1.

CCO Grading

5 - Very 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

Following discussion with staff and a sample of the documentation relating to how the nursery ensured that service users and carers participate in assessing the quality of the nursery, this service was found to have an excellent performance in relation to this statement.

Discussion with staff and a sample of policies evidenced that the service was providing opportunities for their workforce to participate in the future direction of the nursery.

The manager had a monitoring system that covered all aspects of the service.

All staff members spoken to stated that they felt valued and that they could contribute to improvements to the nursery. The staff were encouraged to bring in new ideas and learning into the service by feeding back any training they had attended to their colleagues.

Staff felt that management were approachable and willing to listen to any issues that they might have.

Staff were aware of the nursery's development plan and were working towards the targets agreed in relation to the nursery.

Staff had a very good understanding of child protection and all had attended recent in service training in relation to this.

The child protection policy detailed staff responsibilities and actions to be taken if concerns arose. Parents had access to the policy and staff knew where to refer concerns.

Areas for Development

The nursery had identified that they wanted to continue to involve parents, children and staff in the ongoing evaluation system and quality assurance processes.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

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

Other Information

No other information.

Requirements

No requirements were made at this inspection.

Recommendations

1. The nursery should ensure that parents are kept up to date with any comments or suggestions made and how the nursery has or will be addressing these. National Care Standards Early Education and Childcare up to the age of 16. Standard 13 Improving the service
2. The nursery should purchase a timer for the monitoring of sleeping children. National Care Standard Early Education and childcare up to the age of 1. Standard 3 Health and Wellbeing.
3. The manager should look at her self development to meet the recommendations of the SSSC. National Care Standards Early Education and Childcare up to the age of 16. Standards 12 Confidence in the staff, SSSC Codes of Practice - Employers 1.2

Alison Precup

Care Commission Officer