

# Inspection report

## Cranley Craiglockhart Nursery Day Care of Children

38 Craiglockhart Avenue  
Edinburgh EH14 1LT

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

**Type of inspection:** Unannounced

**Inspection completed on:** 13 November 2008

**Service Number**

CS2003043866

**Service name**

Cranley Craiglockhart Nursery

**Service address**38 Craiglockhart Avenue  
Edinburgh EH14 1LT**Provider Number**

SP2003002993

**Provider Name**

Cranley Nursery

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

Unannounced

**Inspection Completed**

13 November 2008

**Period since last inspection**

17 months

**Local Office Address**Stuart House  
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Musselburgh  
EH21 7PB  
Lo-call: 0845 600 8335

## **Introduction**

Cranley Craiglockhart Nursery is one of three nurseries provided by Mrs Anna MacLean. Cranley Craiglockhart is provided from a large detached Victorian house spread over two floors with a newly built annex for the babies.

The nursery also has an enclosed outside play area which is fitted with appropriate climbing equipment for the children. The nursery is in the Craiglockhart area of Edinburgh and is well served by local transport.

The Nursery was registered with the Care Commission in April 2002

All areas to which children have access are bright, light, safe, hygienic and stimulating.

On the day of the inspection, children were seen to be happy, relaxed and confident.

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

The centre 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 - 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**

The report was written following an unannounced inspection which took place on 13 November 2008. The inspection was carried out by Alison Precup and Sandra Hall , Care Commission Officers (CCOs), The inspection started at 9:30 and took 3 and half hours.

The centre completed an on-line Annual Return as requested by the Care Commission. The centre submitted a self assessment form. This contained information on the strengths of the centre and areas for further development. It also contained much information on how parents, children and carers participated in the process.

### **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

Ten Care Standards Questionnaires were issued to the service. Six completed forms were returned. The Care Commission Officer also examined parent's comments books and the questionnaires issued in the last few months.

#### 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.

#### LOW

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 Officers Alison Precup and Sandra Hall carried out the inspection on 13 November 2008.

#### Evidence

Evidence was gathered from a number of sources including:

Discussion with the area manager and staff regarding the operation of the service.

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

Accidents and Incidents

Child Protection

Complaints

Health and Safety

Certificate of Registration

Certificate of Public Liability Insurance

Newsletter

#### 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**

No requirements were made at this inspection.

### **Comments on Self Assessment**

A fully completed self-assessment document was submitted by the centre. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The centre 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**

Each child was seen to play happily and interacted extremely well with staff.

### **View of Carers**

Ten Care Commission questionnaires were sent out and six 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:

"Fantastic garden, well used chose nursery because of this"

"We are incredibly happy with all aspects of the Cranley nursery. My children have both attended since they were babies and it will be a sad day when they leave"

"It's a happy place where I'm happy to entrust my children. it always amazes me how happy the staff look because looking after small children can't be easy"

"Cranley nursery and it's staff provide a loving home from home for my child, providing at the same time a very educational atmosphere"

"Staff really take the time to listen to what my child says and how he feels"

## **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**

The findings in this section are based on the following Quality Statements: 1.1 and 1.3.

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

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 centre. 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. The service had also put out questionnaires to all the parents, all comments from these had been collated and individual responses were made to some particular issues raised.

This information was to be used to inform future planning for the service.

Parent's comments books were in each room, parents could comment and make suggestions these were then responded to.

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 commented that they had found this very helpful.

A daily journal was in place for older children; this was passed back and forth between the home and nursery and was completed by the child.

The older children also evaluated weekly activities and planning and this was used to inform staff's planning.

The service worked hard to involve parents and families in the life of the centre. An effective key worker system was in place in all the playrooms

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.

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

#### **Areas for Development**

The service could look at how they inform all parents on comments and suggestions made and their response to these. (See recommendation 1)

The service has just developed some of these new initiatives in involving parents and children and these should be reviewed and evaluated on a regular basis.

## **CCO Grading**

5 - Very 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 service was very good in ensuring that nursery user's health and wellbeing needs were met.

The service had a variety of methods 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.

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 centre 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 good range of physical activities on offer contributed to the physical well being of the children. These included an enclosed garden divided into two areas. Older children could access a large climbing frame. The staff said that all children were out every day and on the day of the inspection groups of children were outside playing.

Many staff were trained in First Aid and Elementary Food Hygiene and the centre benefited from well documented and useful risk assessments.

## **Areas for Development**

Staff in the baby room were using a communal tub of "Sudocrem". It is recommended that the service either decant this cream into individual tubs for the children or use a spatula to administer. This is to prevent cross infection. (See recommendation 2)

The children's toilets still had some toilet cleaner in the toilet bowl staff should ensure that this is flushed away prior to the children using them. (See recommendation 3)

Floor mops should be stored in the upright position so that they can dry out between each use.

## **CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

2

## **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**

The findings in this section are based on the following Quality Statements: 2.1 and 2.2.

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

### **Service Strengths**

The building was well maintained. Any defects to equipment or structures were reported to the manager.

Entry to the service was through an entry system. There were notices to remind parents and visitor to ensure the door shut behind them.

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

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.

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.

Children were involved in recycling.

### **Areas for Development**

The service had identified that they were going to maintain high health and hygiene standards.

### **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**

The findings in this section are based on the following Quality Statements: 3.1 and 3.2.

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 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**

Most staff were appropriately qualified and those staff that were not were in the process of applying for funding to start on appropriate courses.

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.

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

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 had a sound working knowledge of the National Care Standards.

**Areas for Development**

While examining a staff file there was a Disclosure Scotland certificate in it, these should be destroyed and Disclosure Scotland numbers kept in a recording system.

**CCO Grading**

5 - Very 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**

The findings in this section are based on the following Quality Statements: 4.1 and 4.4.

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

The centre continuously monitored and evaluated the service. Staff reflected on practice as they talked to parents at the end of each day and meetings amongst staff at the end of each session utilised this information when planning for future sessions.

The staff demonstrated a natural rapport with the children and their views were valued and incorporated wherever possible. Staff took time to listen to the children and to respond appropriately, extending their learning wherever possible.

Parents and families were continuously updated verbally on the service and their ideas for improvement sought. The parents' notice board was kept up to date and included photographs of the children at play throughout the previous week.

### **Areas for Development**

See recommendation 1.

The service should look at how they can involve parents in assessing and improving the quality of the management and leadership of the service. (See recommendation 4)

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

1

**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**

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 centre.

All staff members spoken to stated that they felt valued and that they could contribute to improvements to the centre. 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.

Management had put in place robust quality management folders and these were used to supervise and support staff.

Regular staff meetings, room planning and room coordinators meetings ensured a consistent approach throughout the service.

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

Staff had a very good understanding of child protection and all had attended recent 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**

There service had identified that they wanted to continue to involve parents, children and staff in the ongoing evaluation of the service.

### **CCO Grading**

5 - Very Good

### **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 service should ensure that all parents are kept informed of suggestions and comments and how the service has responded to these. National Care Standards Early Education and Childcare up to the age of 16 Standard 13 improving the service.
2. The service should review its use of communal nappy creams. National Care Standards Early Education and Childcare up to the age of 16 Standard 2 A Safe Environment.
3. Toilets should be flushed before children access them National Care Standards Early Education and Childcare up to the age of 16 Standard 2 A Safe Environment.
4. The service should look at ways of assessing parent's views on the management and leadership of the service. National Care Standards Early Education and Childcare up to the age of 16 Standard 13 Improving the service.

**Alison Precup**

**Care Commission Officer**