

Care service inspection report

Cranley Craiglockhart Nursery

Day Care of Children

38 Craiglockhart Avenue

Edinburgh

EH14 1LT

Telephone: 0131 444 0880

Inspected by: Joanne Shaw

Type of inspection: Unannounced

Inspection completed on: 19 July 2012



HAPPY TO TRANSLATE

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Service provided by:

Cranley Nursery

Service provider number:

SP2003002993

Care service number:

CS2003043866

Contact details for the inspector who inspected this service:

Joanne Shaw

Telephone 0131 653 4100

Email enquiries@careinspectorate.com

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

The staff team provide a service where the children have access to a wide and challenging variety of activities including access to physical play and fresh air in a warm, caring and supportive environment.

The manager and staff provide a safe and secure environment where children are encouraged and supported to explore and investigate.

What the service could do better

The 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 has recently received its Eco Green Flag and evidence of the work carried out by the staff, parents and children to achieve this is visible throughout the nursery.

Conclusion

Cranley Craiglockhart Nursery is friendly and welcoming. Staff work well together as a team and are supported by the manager to provide an excellent service for the children and their families. There is a clear management system in place which is led

by the manager and group director. Parental involvement in the nursery is very important. There is evidence of this throughout the nursery and this is also confirmed by parents through the Care Inspectorate care standard questionnaires.

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. 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 Craiglockhart Nursery is one of three nurseries provided by Mrs Anna MacLean and it is situated in the Craiglockhart area of Edinburgh. It is close to local amenities and well served by local transport. The nursery building is a large detached Victorian house which is spread over two floors with an annex for the tweenies. The enclosed outdoor area is safe and secure and fitted with climbing equipment appropriate for the children.

The service is registered to provide a care service to a maximum of 57 children aged from birth to eight years. The nursery operates between the hours of 8.00am and 6.00pm, Monday to Friday.

The service has a well written and informative mission statement which outlines their aims and objectives and included 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 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 Thursday 19 July 2012 between the hours of 8.40am and 4.00pm.

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

As requested by us, the service had completed an electronic self assessment form. We issued twenty CI care standards questionnaires to the service to hand out to parents. Fourteen 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 Personal Learning Profiles (PLPs)
- * Risk assessments
- * Minutes of Meetings
- * Training records
- * Newsletters
- * The service's annual return
- * Nursery's policies and procedures
- * Medication recording system
- * Accidents/incidents recording system
- * Service evidence folders
- * Information leaflets for parents
- * Nursery's Handbook for parents
- * Planning sheets
- * Public liabilities insurance
- * Evidence from the services self assessment
- * Nursery's questionnaires
- * Observing the staff with the children present during the inspection
- * Discussion with the manager
- * Discussion with the group director

- * Discussions with staff
- * Discussion with 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

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.

Taking the views of people using the care service into account

Children present during the inspection were observed to be very content and happy in their environment. All the children were busily engaged with the activities on offer. In the baby room we observed a member of staff sitting with the children during breakfast and chatting to them whilst helping them to eat. In the pre school room we saw a small group of children engaged in making cakes with a member of staff. Staff supported the children appropriately and we saw them chatting confidently with staff and each other. The children were of an age where they could not give detailed comments. When asked they told us that they liked coming to the nursery.

Taking carers' views into account

A review of the fourteen returned CI care standards questionnaires indicated that thirteen 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:

'My daughter loves going to nursery - a parent cannot wish for any more than that.'

'Cranley Nursery provides a positive and caring learning environment and appears to be staffed by enthusiastic, motivated staff. I am very glad that we chose this nursery for my daughter.'

'Cranley Craiglockhart is a superbly organised nursery. The staff are friendly, knowledgeable, highly efficient and above all my child is extremely well cared for, entertained and stimulated on a daily basis. We couldn't ask for anything more.'

'... In this time it has provided a high standard of care and education. The management and staff work hard to continually develop the curriculum so that it is understood by parents and accessible for all children.'

'I have X (number) of children at the nursery and I am confident that each individual's needs is well cared and catered for. They are always keen to get feedback on all aspects of the nursery and try to involve the whole family with things such as the recent Fun Day. They are always thinking about how they can improve and offering new activities too such as their allotment.'

'This is an excellent nursery. They provide a great range of activities with outside options such as Zumba and French. Now that they have transport and the allotment they can really get the kids involved in educational activities such as growing plants and going to the recycling centre. But the best thing is the staff. They are all dedicated, caring and well informed about the children.'

'... the staff have helped me organise childcare issues with my university beyond normal service.'

'We are very happy that we chose Cranley Nursery for our daughters - they love nursery and speak very fondly of the staff.'

'I can't speak highly enough of Cranley Craiglockhart. The Staff are caring and attentive. My children have a wide variety of entertaining and stimulating activities available to them and they go in every morning with great big smiles!'

'The nursery has recently achieved its Green Eco flag which is a great achievement. There are lots of varied activities for the kids to do. We are very confident in the excellent staff's ability to look after and help develop our children. The children are encouraged to interact with others in their class and have already made some very good friends. This is a reflection of the Nursery's friendly environment.'

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

There were excellent methods and opportunities in place to ensure parents and children were consulted and able to participate in assessing and improving the quality of care and support provided by the nursery.

There were various ways staff consulted with parents, these included:

- * Informal daily exchange of information at the beginning and end of the session,
- * Regular newsletters,
- * An in-depth questionnaire for parents which gave them the opportunity to comment on different aspects of the service from which they received individual feedback,
- * Questionnaires on parents' views of the nursery and staff,
- * A 'comments' book and box,
- * A 'participation' policy which was shared with parents,
- * Formal and informal meetings between staff and parents,
- * A website on which parents could give their views.

These methods gave parents the opportunity to be involved in all aspects of the nursery.

Parent's comments were displayed around the nursery along with feedback from the manager. This showed the nursery valued parent's views and suggestions.

Parents were able to visit the nursery with their child before they started. They received a copy of the nursery's welcome pack. This ensured parents were given information which was relevant and informative before their child began at the nursery.

A settling in process was in place for the children which meant that children and parents were given time to settle into the nursery. Staff told us that they worked with parents to ensure children felt safe, happy and settled in their care.

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

- * They received clear information about the service before their child started using it.
- * They and their child were able to visit the service before starting to use it.

Information for parents and carers was displayed on notice boards at the entrance to the nursery. This meant parents were informed about what was happening in the nursery and also in their local area.

Informal discussions took place daily between staff and parents. This gave a link to the child's care between nursery and home. Parents had the opportunity to speak with staff in confidence. They could discuss their child and/or any concerns they might have about the service provision.

The nursery's Improvement Plan was displayed. This informed parents and they had an opportunity to give their views which set the nursery's goals and achievements. The display informed parents of the progress being made by the nursery team to improve the service.

A range of methods had been developed by staff to ensure the children were active participants in the nursery and their learning. These included:

- * Circle time,
- * Observations by staff,
- * Children's comments displayed,
- * Questionnaires for children,
- * Mind maps, which gave them an opportunity to give their ideas and suggestions during the planning process of activities,
- * Children being members of the Eco Committee,
- * Setting their own learning goals with staff and at home,
- * Staff asking children for their views,
- * Children's Involvement policy

Staff used these methods and observations to ensure learning opportunities and experiences met the needs of the children. Staff included the children's views and comments into their weekly planning.

Areas for improvement

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

- * Continue to involve parents in the daily life of the centre in extra curricular activities,
- * Continue to update parents on regular feedback on development plan priorities via e-mail as well as on wall displays,
- * Continue to involve parents in regular evaluations of the centre to gather views and involve parents in setting goals and standards.

We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this Quality Statement.

We discussed with the manager that parent's comments and their feedback displayed in the nursery should be dated. This would show when the comments were received and how long it had taken to respond to them.

Grade awarded for this statement: 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

The nursery had excellent policies and procedures in place to support this statement including child protection, behaviour management, healthy eating, infection control, nappy changing, health and safety, medication and infection control for bottle fed breast milk. These policies were used to inform the work practice of staff and support them to meet the health and wellbeing of the children.

Children were supported in their play by staff who identified opportunities to extend their learning. Children were encouraged by staff to share and take turns during the different activities provided for them and to help each other. Staff intervened appropriately and supported and encouraged the children's independence.

Staff demonstrate that they were knowledgeable about the children and their stage of development. Information was recorded regarding children's health, allergies and dietary requirements which were regularly reviewed with parents and updated. This enabled them to plan for the children and to meet their individual needs.

There was a quiet area in place in the playrooms for those children who wished to look at books. It also allowed them to have an opportunity to rest if needed. There were opportunities for the babies and younger children to rest and sleep and staff monitored them at regular intervals.

Children were offered a variety of healthy snacks and staff made use of the Scottish Government's professional document 'Nutritional Guidance for Early Years' to help to inform their snack menus. Vegetables and fruit were grown at the nursery and used for snack. The children helped staff to plant, pick and eat them. Children had access to drinking water throughout the day.

Children in the pre school room were given the opportunity to plan for their snacks and to prepare them whilst being supported by staff. They also served themselves which promoted independence. Children who attended nursery all day brought packed lunches from home which were stored appropriately in fridges.

All staff had attended a food hygiene course. This ensured they were aware of how to prepare snacks in accordance with best practice.

Staff were able to demonstrate that they were aware of the need for infection control. We observed them reminding and encouraging children to wash their hands before snacks and meals and after toileting. Staff wore the appropriate protective apron and gloves when changing children this helped them to limit the spread of infection within the service.

Children took part in a toothbrushing programme and were encouraged by staff to clean their teeth after lunch which was in accordance with the latest best practice guidance.

The completed CI care standard questionnaires indicated that all fourteen parents either 'strongly agreed', 'agreed' or stated '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.

Areas for improvement

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

- * Ongoing child protection training for new staff when required,
- * Ongoing first aid and food hygiene training booked for new staff when required,
- * Further opportunities for health and wellbeing for children through the allotment.

We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this Quality Statement.

We observed that information about children with allergies was displayed on the outside of cupboard doors to ensure all staff were aware of them. This was good practice as it meant staff were aware of children with allergies. However, we felt that where it was displayed this meant it could be seen by other parents/visitors to the room and was not kept confidential. We discussed this with the manager who suggested moving the information to a more suitable place.

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.

Areas for improvement

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

- * Continue to offer opportunities for parent to parent sharing of information through parents comment board and use of parents forum,
- * Continue to encourage parents to share skills linked with topics and extra curricular activities.

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 requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

There was excellent evidence to demonstrate that the service made 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, risk assessment, child protection and no smoking. Staff were able to discuss with us how these documents informed their work practice to ensure the environment was safe for the children.

The playrooms were suitably ventilated and lit and were in a good state of repair. The service had a maintenance system in place along with electrical and gas maintenance

contracts for the upkeep of appliances. Issues raised from Environmental Health visits were dealt with immediately and actions recorded. This showed the provider and manager were committed to the upkeep of the building and resources.

The bright and welcoming entrance area was clear of clutter which allowed safe entry and exit. Information for parents was displayed at the entrance and gave parents and visitors information about the nursery and events in their local area.

A secure entry system was in place on the entrance door and parents/carers were given access to the building by staff. This ensured children were safe and staff were aware of who was in the building.

Staff carried out a daily, visual risk assessment of the outdoor area, playrooms and toilets. Health and safety checks were carried out each week on the building, outdoor area, equipment, resources and stairway and were recorded. Risk assessments were also carried out regularly on all areas of the nursery including all the outdoor areas and play equipment. These were recorded and carried out by the manager. This ensured the health and safety of the children during their attendance at the service.

We reviewed the nursery's accident and incident recording system during the inspection and found them to be satisfactory. This ensured parents were fully informed about what had happened and the actions taken by staff. The manager monitored the system 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 involving them in creating pictures for the displays.

The playrooms were set up to allow children to be involved in a variety of different activities and to engage in group activities. 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.

During the inspection we reviewed the nursery's medication procedures and found they demonstrated that medication was recorded and correctly administered by staff. 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 area which was well used by the children and staff. We saw that children enjoyed playing outside and were able to safely run around and engage in physical play.

The nursery had achieved its Eco Green Flag award. There was an Eco committee in place which consisted of staff, children and parents. Information about the Eco work carried out in the nursery was displayed. This showed that the nursery encouraged the children to care for the environment and to recycle.

In the fourteen CI care standard questionnaires returned to us all 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 and to continue to risk assess nursery areas. We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this Quality Statement.

Displays of topics and children's work in the playroom identified the staff who were involved in producing them. However, in the baby room the date the display was created was also identified which informed parents how long it had been displayed for. We discussed this good practice with the manager and she agreed to have this information added to all displays in the nursery.

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 enhance children questionnaires and to include pre school children in planning meetings. 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

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, confidentiality and whistleblowing.

An induction programme was in place for new staff which ensured they 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. This was confirmed by staff who told us they found the induction programme to be beneficial and informative.

Training opportunities were offered to staff and identified as part of the nursery's appraisal process. Staff attended mandatory training such as food hygiene, first aid and child protection and had regular updates when required. They were also encouraged to attend qualification training plus training on other topics such as team

building and floor books. Training records were kept on all staff and were required as a condition of their registration with the Scottish Social Services Council (SSSC). This ensured staff were trained for the positions they held and to meet the needs of the children.

Staff received ongoing supervision with their room supervisor. They also took part in annual appraisals with the manager. Before the appraisal took place staff completed an evaluation form of their work practice and were asked to state their aims and goals for the forthcoming year. Staff spoken with told us they found these helpful and were able to comment on aspects of the service.

Exit interviews were held with the manager for those members of staff leaving the nursery to record the reason why they had left and what they thought of the service. This showed all staff comments were valued by management. It also informed management of any changes which could be made to the support given to existing staff.

Photographs of staff members were displayed along with their name, qualification and some information about them. The name of staff along with their photograph were also displayed at the entrance to each playroom. This ensured parents knew who were taking care of their children on a daily basis.

The fourteen 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.
- * 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 good practice and to identify and celebrate staff's achievements. We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this Quality Statement.

The group director had developed a 'Staff Welcome Pack' which will be given to all new staff when they begin to work at the nursery. The pack includes information on the service, induction recording sheets, training sheets for all the playrooms, training on planning and useful information on Child at the Centre 2, Pre Birth to Three and child development. This was a new document and was still to be implemented.

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 introduce an additional monthly themed self evaluation for parents, children, staff and manager's comments. 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 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 service had excellent quality assurance systems and processes in place which involved service users, carers, staff and stakeholders in assessing the quality of service they provide.

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 at the end of each day. Playrooms were monitored by the manager each month with the information being shared and developed by staff with the support of the manager.

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

The group director, manager and staff used the best practice document 'Child at the

Centre 2' (C@C2) to assist them to evaluate the quality of the service being delivered for the children and their families. This information was used to assist the development of the school's Standard and Quality Improvement Plan (SQIP) and staff were aware of their role in its progression.

There were copies of evaluation sheets which staff and supervisors could use as part of peer assessments in each playroom. These were used to evaluate and audit work practice in the playrooms and to inform supervision meetings and annual appraisals.

Staff held regular meetings to evaluate the service being provided, discuss planning and ensure they were meeting the needs of the children. This showed that the service was striving to improve and maintain good outcomes for the children who attended.

Parents leaving the service were asked to complete an exit questionnaire. The information from them were used to evaluate the service.

The fourteen completed CI care standard questionnaires indicated that parents either 'strongly agreed' or '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 good practice and to expand on questionnaires. We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this Quality Statement.

Cranley Craiglockhart Nursery should continue to develop the exceptional practice they already carry out in relation to this quality 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.

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

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

6 Inspection and grading history

Date	Type	Gradings
10 Sep 2009	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very Good Management and Leadership 6 - Excellent
13 Nov 2008	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - 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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم اذہ

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