

Cranley Nursery Craiglockhart Day Care of Children

38 Craiglockhart Avenue
Edinburgh
EH14 1LT

Telephone: 0131 444 0880

Type of inspection:

Unannounced

Completed on:

19 February 2019

Service provided by:

Cranley Nurseries Limited

Service provider number:

SP2013012215

Service no:

CS2013322287

About the service

The service was registered with the Care Inspectorate in December 2013.

Cranley Nursery Craiglockhart (referred to as the service throughout this report) is registered to provide a care service to a maximum of 57 children at any one time aged between birth and entry to primary school age.

The service is provided from a large detached property within the Craiglockhart area of Edinburgh. Babies and children up to two years old were based in two spacious playrooms across the front of the property on the ground floor. Children aged two to three (referred to as the juniors by the service) were accommodated in a playroom to the rear of the property on the ground floor. Children aged three to five (referred to as the seniors by the service) are based on the top floor of the property. There is a fully enclosed outdoor play area at the front of the property. There is a car park to the side of the property. The service is close to local shops and public transport links.

The service is part of a group of four nurseries located close to each other in south-west Edinburgh.

A full set of aims were attractively displayed and shared with parents. The service aims include:

'to provide a happy, caring and safe environment, to help each child develop confidence and self esteem through positive reinforcement.'

We carried out an unannounced inspection on Tuesday 19 February 2019. We provided feedback to the manager, group director and provider at the end of the inspection. Two Care Inspectorate Early Years inspectors carried out the inspection.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

We spoke with a number of children during the inspection and spent time observing them in their play.

Some of the older children were happy to share their views about the service. One child said, "I like to play in the story corner. My favourite story is Beauty and the Beast."

Prior to the inspection we sent out 12 Care Standard Questionnaires (CSQs) for the service to distribute to parents. We received eight completed CSQS back prior to the inspection taking place. All eight respondents strongly agreed with the statement "Overall, I am happy with the quality of care my child receives in this service." During the inspection we spoke with a further two parents. Comments from both sources included:

"Cranley Nursery have provided an excellent standard of care since my child started. She is happy, confident and excited every day that she attends nursery. All of the staff take time to get to know the children well."

"Staff at Cranley are always friendly and cheerful and support the children when they are struggling for example at drop off. Staff know the children well, pay attention to their likes and dislikes and how they are feeling and give them a range of planned activities and opportunities for free play. We are kept up to date with what is going on at nursery and involved in discussions about our children. We see the children have learnt huge amounts at Cranley and would like to say a big thank you to all the team there."

"I am very happy, all the staff are nice, I think it is brilliant."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These documents considered the strengths of the service and identified areas for improvement.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Children were nurtured, as staff were warm, calm, and responsive in their approach. They were encouraged to develop friendships and show respect for each other as the staff team provided positive role models.

Staff knew children well and took account of their individual needs and preferences. Children were provided with a continuity of care and positive play experiences as the staff team communicated well and worked hard to develop various aspects of the service. Children were safeguarded as staff had a good understanding of child protection and the procedures they would follow if they had concerns.

Staff were able to promote children's learning and interests through supportive and engaging discussions. Children were encouraged to explore their own ideas and most children could confidently share these with others. Children had positive play experiences because resources and staff interactions supported them to be curious and creative. Throughout the service, we saw children engaging in fun and imaginative role-play experiences. The outdoor space provided children with a variety of opportunities to direct their play, develop new skills and have fun together.

Staff had a good understanding of key best practice guidance such as 'Building the Ambition' (Scottish Government). They were using this to influence the experiences they offered children. For example, children were able to access a wide variety of open-ended natural materials and the service had created more sensory spaces for children to enjoy.

Staff had yearly appraisals where they could consider their strengths and discuss areas of professional development. Staff were beginning to develop leadership roles across the service. The development of an 'outdoor champion' was having a positive impact on children's experiences within the garden area.

Children were safe because the service followed safer recruitment practices. New staff took part in a detailed induction programme, which helped them to develop confidence in their role.

Staff attended training such as first aid, which meant they could manage emergencies appropriately. Other staff had attended training to support specific needs. All staff had attended an autism training event provided by the local authority. This was helping staff to consider different strategies to support children. Additional planning meetings were held for children where needed and the service had good links with other professionals. We discussed with the manager how staff would benefit from attending further training to deepen their knowledge of additional support needs. This would help to further support staff confidence and enhance outcomes for children who may require some additional or varied supports.

What the service could do better

At times the layout and routine of the 'juniors' room disrupted children's play; for example, children's coats were in the same area as the home corner. This meant at drop off and pick up play was interrupted. We asked the service to review this space to consider how they might resolve some of the issues highlighted. The group director and provider shared that they were considering how they might make some adjustments that would allow juniors direct access to the garden. We could see how these developments would be positive and will follow up on this at the next inspection.

We found that some aspects of the day for children under two could be developed. Whilst staff sat with children at meal times and offered positive support the time it took for meals to be prepared meant some children became unsettled. Similarly, for older children in the 'seniors' we asked the service to consider the deployment of staff and the routine of lunch so that the experience could be as positive as possible. At times, the flow of lunch was disrupted because staff had to respond to the needs of children not eating lunch and therefore at times had to leave the lunch table. We will follow up on these areas for improvement at the next inspection.

Whilst regular appraisals and team meetings allowed staff to discuss their practice we asked the manager to consider how the service might further develop the monitoring of staff practice and develop quality assurance systems. This would benefit children, as it would support staff to further develop their knowledge, skills, and confidence. The manager acknowledged that developing quality assurance regarding staff practice, skills and support would be beneficial for the overall experiences children had at the service. We will follow up on this area for improvement at the next inspection.

When reviewing children's medication records we found most details were correct. However, within one record we discussed with the manager how the symptoms and steps to be taken were not as clear as they should have been. The manager agreed to review the medication record highlighted to ensure children's health needs were effectively managed. The manager was aware of the Care Inspectorate guidance 'Management of medication in daycare of children and childminding services'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Staff should be more responsive and flexible to meet individual children's needs with regards to sleeping. This would ensure younger children could sleep when required throughout the day.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing

This recommendation was made on 7 February 2017.

Action taken on previous recommendation

During the inspection staff were observed to be attentive and responsive to children's needs. We looked at children's personal plans and spoke with staff. From this we could see that younger children would be able to sleep when required throughout the day. Within the room for babies and under twos there were cots and beds available throughout the day.

We concluded this recommendation had been met.

Recommendation 2

All staff should be made aware of current hand hygiene guidance for staff and children. They should ensure that they follow this guidance at all times and are aware of the importance correct hand washing has in the prevention and control of infection. We emailed a copy of this guidance to the manager of the service with links to staff training clips and children's resources.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2: A Safe Environment

This recommendation was made on 7 February 2017.

Action taken on previous recommendation

Staff followed best practice in relation to hand washing. Children were supported to take part in regular hand washing. We found the service had good procedures in place to prevent and control the spread of infection.

We conclude this recommendation has been met.

Inspection and grading history

Date	Type	Gradings
7 Feb 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
13 Mar 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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