

# Care service inspection report

## Croileagan Nursery

### Day Care of Children

6a Featherhall Avenue

Edinburgh

EH12 7TQ

Telephone: 0131 334 2960

Inspected by: Frankie Lumsden

None

Type of inspection: Unannounced

Inspection completed on: 15 July 2011



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### Service provided by:

Sinclair, Christine

### Service provider number:

SP2003002933

### Care service number:

CS2003012036

### Contact details for the inspector who inspected this service:

Frankie Lumsden

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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	5	Very Good
Quality of Environment		N/A
Quality of Staffing		N/A
Quality of Management and Leadership	5	Very Good

### What the service does well

Staff provide a friendly, welcoming and professional service to children and families.

Children have very good opportunities to play outside in the fresh air. The nursery provides a range of activities outdoors similar to those indoors, when the weather is suitable. The outdoor area also provides children with opportunities to investigate and learn about their environment through planting, caring for and harvesting vegetables and fruit.

The Forset School programme provides an interesting and enjoyable experience by offering children opportunities to explore and investigate the natural world.

### What the service could do better

Management and staff should continue to develop planning systems to support next steps in children's development and learning.

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

The manager continued to progress improvements across the nursery. This included supporting staff to develop their practice and improving systems to identify and provide for the next steps in children's development and learning.

The provider has increased the number of trained staff to run Forset School days so that this experience can be offered to more children.

### **Conclusion**

The nursery provides a welcoming service for children and families. Staff formed positive relationships with children which was reflected in the warm and caring ethos evident throughout the nursery.

The manager had worked hard to develop the service and we could see improvements in the experience and outcomes for children. The nursery has a strong outdoor ethos as reflected in the provision for outdoor play and the Forest School programme.

### **Who did this inspection**

Frankie Lumsden

None

# 1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

The nursery is purpose built in the Corstorphine area of Edinburgh and accommodation includes three playrooms for children at the baby, toddler and pre school stage. There is a secure outdoor play area for children of all ages.

Aims and objectives for the service are in place and are shared with parents through the nursery literature.

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - N/A**

**Quality of Staffing - N/A**

**Quality of Management and Leadership - Grade 5 - Very Good**

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.scswis.com](http://www.scswis.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**

The Inspector made an unannounced visit to the nursery between 9.30 am and 5.00pm on 13 July 2011

Evidence for this report was gathered through:

- observing staff's practice and interactions with the children
- speaking to children
- speaking with staff about their practice and the service they deliver
- speaking with the manager and provider about the service they provide
- assessment of the play provision available to children
- using information from SCSWIS questionnaires completed by parents
- the self-evaluation completed by the nursery and submitted to SCSWIS
- review of policies and procedures relevant to the Quality Themes and Statements examined at this inspection

### **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 requirements we made at our last inspection

### The requirement

Staff must ensure that all children are recorded on the register when they arrive at nursery. This is in order to comply with: SSI (2002)114 Regulation 4 (1) (a) a requirement to make proper provision for the health and welfare of service users. Timescale: on receipt of this report.

### What the service did to meet the requirement

We found that all children present had been recorded on a register.

**The requirement is:** 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:** No

## 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.

SCSWIS received a fully completed self assessment document from the service provider and we were satisfied with the way this had been completed. The provider identified what they thought they did well, some areas for development and any changes they planned. This document was used to inform this inspection process.

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

The children using the service were engaged in a range of activities. We talked to some children and they spoke enthusiastically about the things they enjoyed at nursery. We could see that children were settled and that the positive relationships they had with staff enabled them to interact confidently with staff and each other.

## Taking carers' views into account

Twenty parents returned SCSWIS Care Service Questionnaires to us and these were generally supportive of the service provided. In response to the question 'Overall, I am

happy with the quality of care my child receives" fifteen parents recorded that they 'strongly agreed' and five that they 'agreed' with this statement.

Parent's comments included:

"Staff are great at helping through milestones in child's development such as learning to walk and potty training."

"The staff are excellent and have a really good relationship with my child."

"the nursery provides a bright, happy and stimulating environment for our two children. They are both content and well cared for."

"We are delighted with the service and are sure our child is both stimulated and well looked after."

"I am very pleased with the amount of extra activities the nursery provides such as Swimming, Yoga, French and Forest School etc."

"Croilegan has continuously provided a very caring, effective, supportive and stimulating environment for my child. The staff were extremely supportive when my child was settling in. Overall I am delighted with this nursery."

"Croilegan is an excellent nursery where the staff are professional and nurturing."

"Staff helped the settling in of my child by keeping me informed daily on her progress and welcoming hourly calls to check how she was getting on." I always feel comfortable leaving my daughter there, she's very happy there."

"My child is always very happy to go to nursery and enjoy's it when she's there."

Three parents commented on aspects of the nursery they felt could improve. There was a suggestion that a more frequent newsletter would increase information for parents. Information about who their child has developed friendships with would be helpful. One parent commented that on the extra cost of heated lunches.

We discussed these points with the provider and manager. They agreed to address these issues and advised that the comment about lunches was in the process of being addressed as they would be included in the fees from 1 August 2011.

## 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

Overall grade awarded for this theme: 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

There was a range of methods in place to enable families to comment on the quality of care and support delivered by the nursery.

Parents could talk with staff informally a daily basis about their child's care needs and progress at the nursery. Parents confirmed in the SCSWIS questionnaires returned to us that they felt the staff were caring and approachable. We spoke with a parent who also confirmed that she felt comfortable in approaching staff to discuss her child's needs and progress while at nursery.

The nursery offered parents an opportunity to formally evaluate the service and seventeen parents returned questionnaires. We reviewed a sample of six questionnaires and they reflected positively on the service provided. The manager confirmed that any issues raised in the questionnaires were addressed and that parent's suggestions were considered when reviewing practice and planning developments.

There were both formal and informal ways of enabling children to influence the service they received. Planning systems such as the 'talking and thinking floorbooks' enabled older children to talk about what they had done and what they would like to do next. Older children also had the opportunity for discussion during circle time and were encouraged to share their thoughts and ideas. Staff were skilled at listening to younger children and were responsive to their needs. Parent questionnaires included a section for children and parents were asked to support their child to record their views of the nursery.

The manager organised an opportunity for parents to take part in planting the garden. Photo's showed parents involved in gardening and chatting at the BBQ afterwards. This initiative provided further opportunities for parents to get to know

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staff better and to feel that they could approach staff when they wished to talk about their child's needs.

### Areas for improvement

The parent questionnaires we saw were carried out last year at a time when some families were leaving as their child started school. One parent commented "I welcome this questionnaire as it has been a long time since I filled one out." In discussion we talked about the timings of questionnaires with the manager and provider and recommended that they consider how often and when parents have a chance to formally evaluate the service so that their views and suggestions can be taken into account throughout the the time their child attends nursery. The provider immediately took action to set up parent questionnaires on line. We acknowledge this is an improvement however, to maintain this grade we will assess the impact of this development at the next inspection. The provider and manager should make sure they use this information to inform improvements. See recommendation 1.

Parents should receive feedback from questionnaires so that they are aware of what management has done to address any issues raised.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. We recommend that the service maintains the e-system set up and considers the timing and frequency of evaluations so that current information informs plans for improvement. Standard 13: Improving the Service - National Care Standards early education and childcare up to the age of 16.

### Statement 3

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

### Service strengths

The range of systems in place ensured that children's health and wellbeing needs were met.

The nursery followed the healthy eating policy promoted by the government and we saw children enjoying healthy snack choices including fresh fruit with water or milk to drink. Parents were encouraged to follow this policy and make healthy choices for their child's packed lunch. Children could go shopping with staff and help to choose healthy food. They were also involved in the preparation of snack. We saw staff in the three - five room sitting at the table at lunch time to encourage children's eating and support social interactions.

Policies and procedures to promote health and safety were in place. We saw up to date cleaning schedules for each room and the accommodation was clean. Temperature records for heating food at lunch time were kept in a log and up to date. Guidelines for medication were in place. If parents wish staff to administer medication, a log records the dose and time of administration which parents sign. The nursery provides parents with information on exclusion periods for any child with a communicable disease.

Risk assessments for the indoor and outdoor areas were carried out and children were encouraged to be aware of their own safety and that of others. The outdoor area was secure and the systems in place ensured that staff knew who had access to the nursery.

The well used outdoor area and the Forest School project for older children provided regular access to fresh air and exercise. Babies and toddlers rest time was organised to suit individual needs and older children had 'quiet time' programmed into their daily routine.

We could see that staff contributed to children's overall wellbeing by developing warm and caring relationships with them. Parents commented on this in our questionnaire:  
"Friendly staff who seem to take a genuine interest in my child."  
"Staff have a very good relationship with my child."  
"The staff care about the children."

As part of meeting children's overall wellbeing needs the nursery provided a range of play resources to support key aspects of development. Resources in the Tweenie and Baby rooms were renewed and improved and we saw babies exploring a range of objects provided in Treasure Baskets. Children aged three to five benefited from improved planning systems. The manager showed us how they were developing 'thinking and talking floor books' which enabled children to review and discuss their activities and contribute to plans for future activities and experiences. Parents commented in our questionnaire:

"my son enjoys his time at nursery and the staff have helped in his development."

"my child is happy and stimulated."

"my child gets to do so many activities - painting, dressing up etc."

"Forest School is an excellent activity and there are also plenty of other activities to stimulate and keep children interested and happy."

Management provided very good opportunities for staff to further increase their skills in supporting children's development and well-being. For example, some members of staff accessed Local Authority training on Curriculum for Excellence, Health and Wellbeing and Confident Staff, Confident Children. A member of staff had also attended Early Experiences and Outcomes. The manager provided 'in house' training on the Birth to three guidelines.

The nursery has links with a range of professionals to support children's health and wellbeing. A dental hygienist visits the nursery and through their partnership with the Local Authority they can access a speech and language therapist and support for children who speak English as a second language.

### **Areas for improvement**

When children visit new rooms as part of the transition process their name and time in the room should be recorded and kept up to date at all times. The manager agreed to ensure that this process was followed. See recommendation 1.

We saw staff giving very good support to children engaged in a variety of activities in the outdoor area. In discussion with the manager we advised that a designated member of staff should keep an overview of what is happening in this area so that children playing independently could be offered support if needed. The manager agreed to ensure staff did this.

Staff in the Tweenie room were new to working with this age group and would benefit from training to adapt their practice accordingly.

We saw that a few of the accident/incident logs had not been signed by parents. We discussed this with the manager who confirmed that staff would be reminded of the importance of this process.

Children currently have sunscreen applied prior to playing in the sun. Providing a shaded area would give children a choice of playing in sunlight or shade when outside.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The register must track which room children are in and for how long. Standard 2: A Safe Environment - National Care Standards early education and childcare up to the age of 16.

**Quality Theme 2: Quality of Environment - NOT ASSESSED**

**Quality Theme 3: Quality of Staffing - NOT ASSESSED**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 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 systems in place to enable parents to comment on the quality of service delivered. These included informal methods as well as questionnaires as commented on in Quality Theme 1.1.

#### Areas for improvement

Improvements identified in quality theme 1.1 also apply to this statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

We involve our workforce in determining the direction and future objectives of the service.

#### Service strengths

We spoke with the Manager and staff about how they worked together to improve outcomes for children and asked staff how they had been involved in determining the direction and future objectives of the service.

The manager was over a year in post and from discussion it was evident that she had an appropriate overall vision of how to continue developing the service to improve outcomes for children. She told us that she had supported staff in making changes and put systems in place such as regular staff meetings and supervision to enable staff to express their views and ideas for developing the service further.

We spoke with members of staff informally in the playrooms and also formally interviewed a member of staff from each playroom. All told us that they had initially found change challenging. However, the majority said they were now able to see how these changes were improving practice and had a positive impact on outcomes for children. Most staff confirmed that they felt well supported by the manager. Staff comments included:

- "I feel listened to by the manager and feel that she will take suggestions seriously."

- "There has been a lot of change for the better."
- "Roles and responsibilities are more clearly defined."
- "The manager is really willing to help and support me to improve, my practice has definitely improved."

We saw a list of dates for staff meetings on the notice board and examined the minutes from meetings. We saw that staff were encouraged to take part in professional discussions about practice issues and to share their views and suggestions for further development with colleagues and management. A member of staff told us that the manager had organised a visit to another nursery and this had been beneficial. The new system of regular supervision would further support staff to assess and develop their practice and contribute their ideas to improve outcomes for children.

The provider and manager encouraged staff to access a range of training opportunities related to improving outcomes for children. Staff shared their learning with colleagues through feedback sessions.

A parent commented in our questionnaire:  
"management are pro-active, professional and responsive."

### **Areas for improvement**

To fully benefit from attending training, staff should identify, record and plan how they will use their learning to develop their practice and improve outcomes for children. Aims should be identified in discussion with the manager. This would enable staff to further contribute to the direction and future objectives of the service. See recommendation 1.

The manager planned to provide staff with questionnaires to offer further ways of sharing views and suggestions. This information would be helpful when assessing how staff can be further supported in their practice.

A minority of staff did not feel they were fully included in the changes taking place and felt that further support would be beneficial in developing their practice to adapt to changing circumstances. In discussion with the manager and provider we suggested that they review their approach to supporting these staff through change.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. To further improve outcomes for children, staff should identify and record how they will use their learning from training to develop their practice. Standard 12:

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Confidence in Staff and Standard 13: Improving the Service - National Care Standards early education and childcare.

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

None

### 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 - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - Not Assessed</b>	
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings	
22 Sep 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
26 Oct 2009	Unannounced	Care and support	3 - Adequate
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
4 Sep 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

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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