

St. Margarets Nursery & Preschool Day Care of Children

Suffolk House Nursery
10 Craigmillar Park
Edinburgh
EH16 5NE

Telephone: 0131 667 0778

Type of inspection: Unannounced
Inspection completed on: 26 July 2017

Service provided by:
Suffolk House Nursery Ltd

Service provider number:
SP2011011617

Care service number:
CS2011298606

About the service

The service has been registered with the Care Inspectorate since December 2011.

St Margaret's Nursery and Pre School is registered to care for a maximum of 121 children at any one time, aged from birth to not yet attending primary school. Currently there are 187 children on the service's register. These children attend on different days of the week and at different times.

The nursery is on the bus route, near to the centre of Edinburgh and in close proximity to Cameron Toll shopping centre.

The nursery has four playrooms on the ground floor. This includes a baby room/Cherry Tree, tweenies room/Peach Tree, toddlers room/Sweet Pear and pre-school/Apple Tree. Two gardens allow children access to energetic physical play and fresh air. On the second floor of the building there is a soft play area and a room used for small group activities, play and quieter times.

The service is in partnership with Edinburgh Council to offer pre-school funded places.

The aims of the service included:

"To provide quality care and education for children aged birth to five years. We aim to prepare the children in our care, using the pre-birth to three framework and curriculum for excellence, to become happy, healthy, stable adults of tomorrow. We combine a national curriculum in a safe, warm and stimulating environment where children can be encouraged to live in harmony, where everyone is treated with respect and offered extra support when required. Self-confidence can only develop with praise, encouragement and guidance."

We found these aims to reflect the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

What people told us

One hundred and eighty-seven children are on the register at St Margaret's Nursery and Pre School. These children attend at different times and on different days of the week. We spoke with seven parents and grand parents whose children and grand children attend the nursery. All seven were happy with the way the nursery was run and said that their children were happy to use the nursery for childcare. They told us they found management and staff to be approachable and supportive. Three parents told us that the nursery has made a number of changes "for the better" and that they were given information and felt involved in the changes that

have taken place to improve the outcomes for children. We received 17 of the 20 questionnaires we gave to the service to give to parents. Parents told us they strongly agreed or agreed with the statements 'I am confident that the staff will protect my child from harm, abuse, bullying and neglect' and "staff regularly assess my child's learning and development and use this to plan their next steps".

Parents told us they have been "really delighted" and "I have seen great improvement in recent months" with St Margaret's since their last inspection report. A parent commented "my eldest child is in pre-school and is constantly surprising us with what they have learnt". Another told us "the new nursery manager has done an excellent job in improving the nursery overall".

We have incorporated some of the parents' views into our report. Additionally parents told us:

- "My child is always very happy when I pick them up and often is excited to share their experiences."
- "The changes to the pre-school room have been so positive and the latest team with two qualified teachers has made a positive impact."
- "The baby room staff are the best I have known and my youngest child has settled very quickly thanks to them."
- "We like the cross room interaction e.g. at mealtimes and in the garden."
- "The nursery has learning themes and where my children are at. Allowing me to reference this and build on their learning at home."
- "My child enjoys their time at nursery and I am happy with the care they receive."
- "I could not ask for better."

A number of parents commented on the positive impact the online learning journals had on the amount of information they received about their child's progress in the nursery. They liked getting regular updates and the ability to share these with other members of their child's family. A parent commented they "felt out of touch with their child's daily activities" as they did not get updates as regularly as they thought they would. We discussed this with management and suggested that they keep parents in each room informed as to how often they should expect to get updates.

We shared all the comments with management at the time of the inspection.

We spoke with 15 children over the two days we visited the service. Children told us about what they liked doing when they came to nursery. This included "playing with my friends", "playing in the garden", "baking", "making mud pies", "playing in soft play area", "building things" and "having fun".

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 demonstrated their priorities for development and how they were monitoring the quality of the provision in the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The friendly staff worked well together to provide a nurturing environment for the children in their care. Parents told us that the staff are "excellent and it's clear how much they care about their individual needs and interests of children".

Children were encouraged to be active and to enjoy being outdoors. During our visits the majority of children from the pre school room chose to be outdoors and took part in a good range of activities there. Children were able to explore the natural world and to make constructions out of loose materials like big blocks and wood. Children from all the other rooms were also given many opportunities to play and be outside with their peers.

Children were learning about healthy living. Children told us "we wash our hands so we don't get any germs". The daily menus for snack and meals were healthy and varied and took account of preferences and allergies.

Staff spoke to parents when they brought and collected their children. Staff valued the keyworker system because it helped them to develop working relationships with parents and gave parents an identified person to speak to when there were changes in their child's life. We observed good interactions between staff and parents.

We found that children of all ages were well supported. A parent told us "the nursery has an individualised care and medical plan for my child and I am confident all staff are equipped to cope with this."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Management and staff worked hard at creating a nurturing, caring environment throughout the nursery. Spaces were provided for all children to play and learn with a range of possibilities for children to develop their present and future potential. The sensory room was well used throughout our visits. A parent told us that their children are in a "welcoming, nurturing environment which both their children thrive in".

Staff had a clear understanding of their roles and responsibilities for keeping children safe. They had attended a variety of relevant training and learning opportunities, including child protection and building the ambition. Children had opportunities to learn about keeping safe. They had helped to make nursery 'golden rules' with staff which meant they were involved and responsible for a safe and happy environment. My child is "confident

and knows the 'golden rules' of the nursery". Risk assessment had been written for the environments however these should be reviewed and amended to ensure they are robust. Children should be involved in this process. For example giving children responsibility to be involved in ensuring the outdoor areas were safe for play before using them.

See recommendation 1

Children were able to play outdoors in all weathers and all year round. A parent told us "our child's confidence has grown and grown, as well as their enthusiasm for being outside and engaging in physical activities". The enclosed garden areas provided opportunities for children to benefit from fresh air and exercise, gain in confidence and independence. Nursery staff had improved the outdoor spaces in order to promote children's curiosity, skills and knowledge of the world around them. Children had been given opportunities to grow vegetables and to experiment with earth and water. The pre-school room were looking at ECO systems and were working toward their bronze and silver accreditation. The ECO floor book showed us what children were learning about bio diversity, energy and litter.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure the safety of children at all times the provider should balance the risks against the benefits and make children the main focus of the risk-benefit assessment process.

National Care Standards for Early Learning and Childcare up to the age of 16. Standard 2 - a safe environment.

When making this recommendation we took into account My World Outdoors, Care Inspectorate 2016

Grade: 4 - good

Quality of staffing

Findings from the inspection

There was a caring, motivated and professional staff team. The teams in the rooms were relatively new and we could see that they were starting to gel and work well together. Staff talked to us about the comprehensive inductions that had taken place. A parent told us "staff have strong relationships with the children. They are very friendly, approachable and caring". Another commented "we have always been thoroughly impressed with the caring staff, the range of activities and the friendly, fun and enthusiastic atmosphere created by the staff".

Staff told us they felt well supported by each other and the management team. Staff had regular opportunities to meet and discuss their work which they found beneficial in order to promote the best outcomes for the children.

All staff were registered with the relevant registering body, like Scottish Social Services Council (SSSC). They had or were working toward an appropriate qualification for the job that they do. The provider had made an investment in staff training to raise standards within the setting.

There were procedures in place for reviewing staff practice and the appraisal process included giving staff the opportunity to reflect on the impact of their learning on their practice. A staff member told us management "is striving to create an environment that involves senior staff and our voice is very important within the setting".

We observed the staff teams throughout the inspection and saw that they welcomed children, parents and visitors warmly. They gave both children and parents daily opportunities to chat. They respected parent's views and preferences for their child's care. They included children in discussions about what was happening in their nursery room, for example encouraging child led planning and allowing children to make choices. We saw that most of the children were confident about expressing their opinions and that they trusted staff.

Staff nurtured children by listening to what they needed, liked or disliked. They understood their role in supporting children to respect each other and we saw that they supported children to negotiate solutions for themselves in a calm and caring manner. Staff provided good roles models in respect of good manners like please and thank you.

Where appropriate staff worked in partnership with other agencies to develop more specialised plans for individual children, which included them and supported their learning. This meant that there was a positive environment for all ages of children in the nursery which resulted in children developing skills and having fun.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found that there was a focus on improvement in the service. The provider, management and staff of the nursery aimed to provide the best quality of experience for the children in their care. A parent told us "we feel that there has been more structure and focus over the last year". The provider had made further investment in the service and management had used this to make key developments which was benefiting the promotion of best outcomes for the children. These developments were detailed in the services improvement plan. This was shared with parents in order to involve them throughout the process. By keeping a responsive improvement floor book the parents were able to keep up to date with and be involved in current developments within the service.

There was a confident and motivated staff team working in the nursery. Staff had identified areas of interest and were encouraged to lead on developments in their area. We found staff to be proud of their achievements and that they had worked well together and shared ideas. Management and staff were confident that their ideas and suggestions were valued and they were open to trying out new skills and initiatives.

Management of the nursery were described by staff as being "supportive". They regularly observed staff practice and the nursery as a whole. Room seniors had been put in place to monitor areas within their own rooms and this was working well. Management and staff met and discussed events and improvements. They used information from the local authority, identified objectives, previous inspections, evaluations, parents comments and monitoring to create and inform their development plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

To ensure that staff have the most recent information required to meet a child's needs, the provider must ensure that a system is put in place to ensure that every child's personal care plan is reviewed at least once in every six month period, or sooner if a change occurs to the child's health, well-being or safety needs.

This is to comply with SSI 2011 No.210, 5(2)(b)review the personal plan

- (i) when requested to do so by the service user or any representative;
- (ii) when there is a significant change in a service user's health, welfare or safety needs; and
- (iii) at least once in every six month period whilst the service user is in receipt of the service.

Timescale: by 30 September 2016.

This requirement was made on 12 July 2016.

Action taken on previous requirement

We found systems were in place to ensure the most recent information was held for each child. Personal plans had been reviewed. E-learning journals were now established in all rooms. Staff knew all the children well and information was being reviewed at least once in every six month period.

Met - within timescales

Requirement 2

In order to provide better outcomes for the children attending, improvements must be made in the early learning and childcare playroom. The provider must review, improve and monitor all aspects of the provision including matching the right staff who have the skills and knowledge to support children's early learning.

This is to comply with SSI 2011 No.210, 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

This also relates to The National Care Standards for Early Education and Childcare up to the age of 16, Standard 5, Quality of Experience and Standard 6, Support and Development.

Timescale: 30 September 2016.

This requirement was made on 12 July 2016.

Action taken on previous requirement

We found the playroom had been reorganised, decorated and new resources and equipment had been purchased. There had been a change of staffing in the room which included a better skills and knowledge mix. Monitoring systems were in place to ensure better outcomes for the children.

Met - within timescales

Requirement 3

To ensure better outcomes for the children attending the provider must ensure that there are systems in place to ensure that at all times, there are suitably qualified and competent persons working in the service in such numbers to ensure the health, welfare and safety of children. They must ensure that all staff receive appropriate support and access to training which is relevant to their needs and their work, including time off work for the purpose of obtaining appropriate further qualifications.

This is to comply with SSI 2011, No.210, Regulation 15, Staffing.

Timescale: 31 August 2016.

This requirement was made on 12 July 2016.

Action taken on previous requirement

Since this requirement was made there had been a change of staff within the setting. A staff knowledge questionnaire had been completed and management had an action plan in place which highlighted training priorities. Training plans were in place for every staff member. The provider had invested in staff training to ensure all staff either held a childcare qualification or were working toward one. The service had reduced the number of agency staff they were using.

Met - within timescales**Requirement 4**

To ensure children's safety, the provider must ensure that staff are recruited safely and registered with the appropriate body within six months of starting work. The provider must now ensure that all staff who should be, are registered immediately. They must provide evidence of this to the Care Inspectorate.

This is to comply with SSI 2011, No.210, Regulation 9, Fitness of Employees.

Timescale: Confirmation must be submitted to the Care Inspectorate by 31 August 2016 for those staff who should be registered with SSSC.

This requirement was made on 12 July 2016.

Action taken on previous requirement

The director had ensured that staff had been recruited safely and were all registered with the appropriate registering body.

Met - within timescales

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

Previous recommendations**Recommendation 1**

To ensure better outcomes for children, the provider should ensure that all staff have access to relevant and appropriate training, which will improve their knowledge and skills of early learning and childcare. The manager should ensure that staffs knowledge and skills are monitored so that gaps in their learning are more easily identified.

National Care Standard 12, Early Education and Childcare up to the age of 16, Confidence in Staff.

This recommendation was made on 12 July 2016.

Action taken on previous recommendation

Training plans were in place for every staff member. The provider had invested in staff training to ensure all staff either held a childcare qualification or were working toward one. Room seniors had been appointed within each of the playrooms.

This recommendation had been: **Met.**

Recommendation 2

To improve outcomes across the service, the provider should ensure that a robust quality assurance system is successfully implemented and effectively used to make improvements.

National Care Standard for Early Education and Childcare up to the age of 16, Standard 13, Improving the service and Standard 14, Well-managed service.

This recommendation was made on 12 July 2016.

Action taken on previous recommendation

A robust quality assurance system had been successfully implemented. This was evidenced in monitoring records, the improvement plan and the standards quality and improvement plan.

This recommendation had been: **Met.**

Recommendation 3

The provider should review its complaints procedure. The provider should ensure that complainants are informed of any action to be taken within 20 working days after the date on which the complaint is made.

National Care Standard for Early Education and Childcare up to the age of 16, Standard 7, A caring environment and Standard 14, Well-managed service.

This recommendation was made on 12 July 2016.

Action taken on previous recommendation

The complaints procedure had been reviewed and amended.

This recommendation had been: **Met.**

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
12 Jul 2016	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 2 - Weak
14 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
25 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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