

# Colinton Private Nursery Day Care of Children

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Colinton  
Edinburgh  
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Type of inspection: Unannounced  
Inspection completed on: 19 December 2017

**Service provided by:**  
Colinton Nurseries Limited

**Service provider number:**  
SP2010010773

**Care service number:**  
CS2010237324

## About the service

Colinton Private Nursery is situated in the Colinton area of Edinburgh. The nursery is in a quiet residential area which is close to local amenities and public transport. The nursery consists of four playrooms, toilet/nappy changing facilities and two outdoor areas. There is a kitchen/staff room and an office. A named manager has day-to-day responsibilities for the delivery of the service and is supernumerary. There is also a depute manager and nursery senior.

The manager, depute manager and providers are referred to as the 'management team' as appropriate throughout this report.

The nursery is registered to provide a care service to a maximum of 59 children aged from birth to entry into primary school of whom a maximum of 18 may be under 2 years old. The nursery operates between the hours of 8.00am and 6.00pm, Monday to Friday.

The nursery is in partnership with the City of Edinburgh Council to provide funded places for children in their ante pre-school and pre-school years.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by the 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. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children. Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/young-People/gettingitright>.

## What people told us

We observed and spoke with the children throughout the inspection and they appeared happy in their environment. They engaged with the activities on offer throughout the day both indoors and outside in the garden areas.

We sent 20 Care Inspectorate care standards questionnaires to the service to distribute to parents. We received twelve completed questionnaires before the inspection took place. Parents either agreed or strongly agreed that they were happy with the quality of care their child received in the service. Some parents and carers wrote comments which we discussed with management team whilst ensuring their anonymity. Representative comments included:

'Our son really enjoys going to nursery. Staff are very caring and helpful.'

'There has been a lot of improvements over the last year or two at the nursery. Better retention of staff and better communication with parents and electronic accounts. Many of the staff go over and above in their jobs and take a lot of care in each child. It means I can go to work without any worries about my child.'

'Lovely, friendly staff. A huge improvement in the communication to parents - by email and online learning journals. Investment in outdoor. They asked for some vegan recipes so children could bake something my child could eat. Great hand overs from staff at the end of the day.'

Both my children are really happy at CPN. The staff are always caring and take great interest in working with you on any special requests you have. My oldest is quite a fussy eater however they always try new snacks he might like to try to encourage him to eat new things. He enjoys himself so much he asks me to come back in a bit as he's busy!'

'Very happy - my daughter is well looked after and comfortable in the toddler room.'

'Level of communication to parents has improved, regular newsletters. Staff take a real interest in my children and know them as individuals, even if they are not in the room with them. We really feel that the staff make the nursery. The outdoor environment has improved greatly and the addition of the baby garden is great. The reconfiguration of internal space is much better but the 2-3 space is still tight. Maybe if they could join another group for lunch in a different room it might vary their environment a little?'

'I'm really happy that the nursery are looking after my child well and keeping her safe. The environment is nurturing and kind and the staff are friendly, caring and helpful. There have been issues identified in the past about the physical environment and I don't think the nursery is getting enough credit for the level of personal care they actually give. My daughter was at another nursery and it was simply ticking boxes. CPN isn't doing that, they are busy caring for the children!'

'There have been several positive changes at the nursery over the past 12 months, especially in the outside play area. My child is extremely happy at the nursery and is always excited it is a nursery day.'

'The baby room staff are 2nd to none! They made it easy to settle our child. I especially like the development of the babies and tweenies together in the larger rooms. Both gardens are beautifully improved and the climbing walls are very popular with my (age) son. The children have plenty opportunity to play in the garden and are encouraged to engage with nature too. Quality of communication and overall management feels slicker since the change of manager. I would love for CPN to look at feasibility of providing lunches. This would make my mornings a lot simpler but does not affect my opinion on quality of care.'

## Self assessment

The service has 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 within 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

Information was gathered about children through the use of registration forms, care plans and all about me forms. This gave staff the basis to meet the children's individual needs and included family, medical, allergy and dietary requirements information. Staff demonstrated that they knew the children well and they discussed how their needs were being met and any support they might need.

Planning was displayed to inform parents and linked to best practice documents such as Pre Birth to Three, Curriculum for Excellence, Building the Ambition and to the SHANARRI indicators. It was evaluated and next steps were identified as appropriate. Planning demonstrated that it took account of children's interests, observations by staff and current topics of interest.

Children were valued and their ideas were respected by staff. They contributed to their learning and this was evidenced through their online learning journals and the use of floor books to record activities and events. This resulted in children being helped to achieve through engaging child centred experiences which offered them challenge.

The pace of the day was child led with staff support. The activities linked to the children's interests and current themes. Children were given options but could also make requests. Staff worked confidently and intervened appropriately knowing when to interact in children's play and when to step back and observe. Children appeared very happy and content in the setting and staff were kind and nurturing in their interactions with them.

Snack was provided by the nursery and healthy options were offered which included lots of fresh fruit. All other meals came from home. We discussed that children should be given opportunities to be more independent at meal times. For example allowing them to pour their own drinks and tidy away their dishes. We will follow this up at the next inspection.

A medication system was in place with a supporting policy and staff were aware of the process which helped to ensure medication was administered safely.

The nursery's infection control measures helped to ensure that staff were aware of the need to minimise the spread of infection. They reminded children to wash their hands before meals and after toileting. Exclusion periods for illness were shared with parents.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The playrooms had been reviewed and developed. The changes made to the use of the playrooms and their layout were an improvement and offered children a variety of experiences which supported their imagination and curiosity. Quiet areas had been developed within the rooms to allow children to have time away from the main play. Resources were age and stage appropriate and offered challenge. Natural materials had been introduced throughout the nursery. The loose parts play could be developed further to support open-ended play and to further encourage children's curiosity and creativity whilst engaging in imaginative play. Children were encouraged to be independent and were given free choice of which activities they would like to engage in.

The outdoor play areas had been developed with the introduction of a climbing wall and loose parts play. There was now a separate play area for the babies which they were able to access throughout the day. The areas were stimulating and children were supported by staff to learn new skills. Staff made use of local amenities and took children for regular walks with the community.

The maintenance system was known to staff and they recorded when issues were raised. Any issues were repaired or replaced quickly by the provider. Improvements had been made to the kitchen and staff room. Staff told us that they appreciated the changes and their time away from the playrooms was more pleasant. An ongoing maintenance plan had been identified for further developments within the nursery.

The nursery's entry system meant that staff gave parents and visitors entry to the building. Risk assessments were carried out daily by staff of all the playrooms and the outdoor area. Staff demonstrated that they were aware of how to identify hazards and the steps to take to minimise any potential risks.

Accident and incident reports were completed to inform parents about what had happened to their child and the action taken by staff. Parents signed these forms to confirm they had been informed. Child Protection measures were in place. Staff had attended training and confidently discussed what they would do if they had a welfare concern about a child. A notice was displayed to inform parents who the nursery's Child Protection officers were.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff were recruited in line with safer recruitment guidelines. They could not begin their employment until satisfactory references and PVG information had been received. We asked that staff files be reviewed as some

information held was not relevant and this would allow consistency. We asked the manager to ensure the front page of each file had the dates of when information was sent for, when it was returned and staff's start dates. This would allow a clear audit trail of staff's employment.

New staff took part in an induction programme where they were given an overview of the nursery and what they were expected to do within their role. Child Protection was discussed as part of the process. Follow up sessions were carried out to ensure staff had an understanding of the nursery's policies and procedures and their roles and responsibilities. A new member of staff told us that she felt this helped her to settle into the nursery routine and gave her an understanding of her role and the expectations of the management team.

Staff were registered with the Scottish Social Services Council (SSSC) for the role they held within the nursery. They were aware of the SSSC's Codes of Practice which describe the standards of conduct and practice within which all staff must work.

Staff were given training opportunities with courses being offered through the City of Edinburgh Council. This included mandatory training, for example first aid, food hygiene and child protection. A training calendar was in place to record planned training courses.

Support and Supervision meetings were held three monthly between staff and the manager or depute manager and the information from them fed into appraisals. Appraisals were carried out yearly with a six month review. Targets were set, training needs were identified and staff's strengths and weaknesses were discussed. Staff were given the opportunity to reflect on the delivery of the service.

Staff were clear about their roles and responsibilities within the nursery. They told us that they felt part of the development of the service and that their views were listened to and valued. Staff were given leadership roles and took the lead on initiatives such as cook safe, infection control, child protection, fire safety and first aid.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

The manager and depute manager worked closely with staff to identify and implement areas of development within the service and to enhance positive learning outcomes for children. Their leadership style supported the nursery's improvements. They both had weekly tasks to carry as part of their monitoring of the service and to identify any support that staff might need to fulfil their roles and responsibilities. The manager's high expectations of staff had led to a positive leadership style which had supported the improvement of the service. This resulted in a focus on children's progress through tracking their learning to ensure they were offered the correct support when needed.

Parents were encouraged to be involved in the life of the nursery and were given a variety of opportunities to evaluate the service. Information was shared with them through daily discussions with staff. Parents were consulted through the use of Survey Monkey which covered different topics relating to the nursery, such as the changes to the playrooms. This helped to ensure that parents had opportunities to influence what happened within the nursery and to comment on the quality of the experiences offered to their child.

The delivery of the service was monitored and supported by the management team. Monitoring systems were in place and carried out by the manager and depute manager. A monitoring calendar had been introduced to support the systems and included the monitoring of staff's work practice, learning journals and planning. The manager, depute manager and staff used documents such as How Good is our Early Learning and Childcare and Building the Ambition as part of their self evaluation process.

A quality improvement officer from the City of Edinburgh Council visited the nursery to assess the quality of the ante pre-school and pre-school provision and to offer peer observations and feedback. This information was used to help with the development of the nursery.

Staff were involved in the development of the nursery's Standards and Quality Improvement Plan (SQIP). Identified priorities were assessed and information was regularly updated to record how they were being met. The SQIP is a tool used by the local authority to enable services to set out the targets the service has identified for improvement over the coming year.

A complaints policy informed parents what to do if they wished to raise a concern about the nursery. It also referred to the Care Inspectorate and that parents that they could contact us at any point.

## 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

In order to ensure medication is administered appropriately the provider must:

- ensure consent forms are fully completed, signed and dated to be in line with legislation,

- ensure that medication held in the nursery have completed consent forms in place giving staff permission to administer the medication to children with severe allergies if required,
- ensure all stock medication of Calpol and Anti Histamine is removed from the fridges and either disposed of or returned to parents.

This is in order to comply with SSI 2011/210 4(1)(a) of the Public Services Reform (Scotland) Act 2010, Welfare of Users - A provider must make proper provision for the health, welfare and safety of service users.

Timescale: Within one month of receipt of this report.

**This requirement was made on 13 December 2016.**

### Action taken on previous requirement

The medication policy and procedures had been reviewed and developed. There were no issues relating to medication at this inspection.

**Met - within timescales**

## Requirement 2

To improve the quality of children's experience and to ensure the environment is suitable for the needs of the children, the provider must:

- revise the layout of the toddler room to ensure the children are able to easily access the activities on offer,
- ensure the activities and resources available within the playrooms are age and stage appropriate and offer the children challenge to enable them to learn and develop.

This is in order to comply with SSI 2011/210 4(1)(a) of the Public Services Reform (Scotland) Act 2010, Welfare of Users - a provider must make proper provision for the health, welfare and safety of service users.

Timescale: Within three months of receipt of this report.

**This requirement was made on 13 December 2016.**

### Action taken on previous requirement

The playrooms and resources had been reviewed and developed to improve the outcomes for children.

**Met - within timescales**

## Requirement 3

The provider must ensure that policies and procedures relating to infection prevention and control are implemented to a satisfactory standard in line with current best practice guidance.

To meet this requirement the provider must:

- Ensure that staff undertake a review of the procedures.
- Put in place a system to ensure that all staff have a clear understanding of their roles and responsibilities in relation to infection prevention and control and the cleanliness of the nursery including the resources.
- Put in place a system to monitor staff work practice to ensure that tasks are undertaken to a satisfactory standard.



This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210, Regulation 4(1)(a) Welfare of service users, Regulation 10(2)(b) Fitness of premises and Regulation 15(b) Staffing.

Timescale: Within one month of receipt of this report.

**This requirement was made on 13 December 2016.**

#### Action taken on previous requirement

Infection control measures had been reviewed and developed by the management team.

**Met - within timescales**

### Requirement 4

The provider must ensure that all staff are aware of how to identify hazards in the nursery environment and know how to minimise the risk to children by taking the appropriate actions. This is to help ensure children are kept safe whilst in their care and resources are fit for purpose.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/ SSI210 Regulation 4 (1) (a) Welfare of Service Users.

Timescale: Within one month of receipt of this report.

**This requirement was made on 13 December 2016.**

#### Action taken on previous requirement

Risk assessments had been reviewed and developed and staff had an understanding of how to identify hazards and the steps to put into place to minimise the risk to children.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

The provider should ensure that routines do not disrupt children's play leading them to sit for considerable time waiting for events to happen. Staff should ensure that they are prepared for these events in advance of gathering the children together.

National Care Standards early education and childcare up to the age of 16  
Standard 5: Quality of experience.

**This recommendation was made on 13 December 2016.**

## Action taken on previous recommendation

This had been reviewed by the management staff and the pace of the day had improved to ensure routines did not disrupt children's play. Therefore this recommendation has been met.

## Recommendation 2

The provider must continue to monitor and evaluate the nursery. They need to ensure the monitoring and evaluation systems already in place are further developed to ensure that these are effective to meet the requirements and recommendations made within this report.

National Care Standards early education and childcare up to the age of 16  
Standard 14: Well-managed service.

**This recommendation was made on 13 December 2016.**

## Action taken on previous recommendation

A monitoring system has been introduced and is supported by a monitoring calendar. Therefore this recommendation has 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](http://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
20 Oct 2016	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
29 Jul 2015	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
8 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good
7 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good

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