



Inspection report

Heriothill Nursery Day Care of Children

32-34 Heriothill Terrace
Edinburgh
EH7 4DY
0131 557 9907

Inspected by: Emma Campbell
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 27 October 2010

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Service provided by:

Heriothill Nursery

Service provider number:

SP2003002942

Care service number:

CS2003012045

Contact details for the Care Commission officer who inspected this service:

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



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		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

The staff form good relationships with children and are responsive to their needs.

The provider and management team work closely together to continue to identify on going improvements to the service.

Staff are supported by management and there is a commitment to ongoing training by all.

The manager and staff have good systems in place to continue to monitor and evaluate the service provision.

What the service could do better

The service had identified that they should continue to identify children's next steps in learning and set targets for these.

What the service has done since the last inspection

Since the last inspection the service have made improvements to the service. These included:-

A very attractive re-decoration of the Sensory Room and the provision of new sensory resources;

New flooring laid and also re-decoration in the breakout room used for the ante-preschool and pre-school aged children. There had also been an installation of a smart board in this room and children were able to develop IT skills and numerical learning was being promoted.

Conclusion

As a result of this inspection we considered children were being cared for in a welcoming and caring environment. They were given very good opportunities to develop and learn. Staff were observed being attentive to the children and were very responsive to their needs.

Who did this inspection

Lead Care Commission Officer

Emma Campbell

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Heriothill Nursery is situated in a central location in the city of Edinburgh.

Heriothill Nursery aims to provide a flexible quality education and childcare service for children 0 - 5 years. The service is specifically set up to meet the needs of working parents.

The nursery has been registered with the Care Commission since April 2002.

It was registered to provide a care service to a maximum of 129 children aged 0 - 5 years of whom no more than 44 shall be under two years, 25 children two -three years and 60 children three-five years.

Staffing ratios as stated in the National Care Standards for Early Education and Childcare up to the age of 16 must be maintained at all times. A minimum of two adults must be present at all times.

Operating hours were between the hours of 8:00am - 6:00pm Monday to Friday.

The nursery manager and service provider shall both be supernumerary to the staffing ratios. The management structure incorporates a supernumerary supervisor to the unit providing care for three - five year olds.

Within the nursery there were six playrooms for the different ages. There was also a 'Music and Dance' room and a 'Sensory' room which the different age groups accessed at different times. There were four areas designated for outside play for the different age groups. A further room was available which served as a meeting room for parents/visitors and was used as an area where small groups of children could be involved in 'circle time'.

A Chef was employed to prepare children's meals. There was also a full time Housekeeper and an Administrative Assistant.

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

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

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

This was an unannounced inspection carried out by us on 27 October 2010.

From October 2010 the Care Commission has temporarily introduced an additional less intense inspection approach for service which have previously reached a good level of performance. This service qualified for this reduced inspection approach and was therefore inspected only against the Quality Theme Staffing at this inspection.

During the inspection evidence was gathered from a number of sources including the following:

Certificate of registration;

Certificate of insurance;

Parental questionnaires;

Risk Assessments;

Newsletters;

Minutes of meetings with parents;

Children's Personal Learning Plans;

Transition Questionnaires;

Minutes of staff Meetings

Discussion with staff, observation of the environment and the interaction between the staff and the children.

Discussion with parents and

Discussion with the management team.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Has the service had to take any actions as a result of or since our last inspection?

It is a requirement that the service develops a system to record that they have checked professional registers prior to employing new staff. SSI 2002/114 Regulation 9 2(c) Fitness of employees Regulation 19 (2)(d) Records SSI 2002/ 114 regulation 13(b) Care homes providing nursing SSSC - 1.2 Check criminal records & relevant registers Defined registration requirements to practice for identified titles of staff.

Action taken on the Requirement

The service had developed a system to record that they have checked professional registers prior to employing new staff

The requirement is:

Met

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes

Comments on Self Assessment

The service submitted a comprehensive self-assessment which identified areas of strengths and areas for on-going improvement.

Taking the views of people using the care service into account

The children using the service were aged between six months and pre-school age. We observed them at play and considered that throughout the nursery the children were happy and confident.

Taking carers' views into account

We issued thirty Care Standards Questionnaires to the service for distribution to parents/carers. These were all returned to us. The information provided from these showed that for those people who had responded two agreed and twenty-eight strongly agreed that overall they were happy with the quality of care their children received from this service. Comments made included:-

"Finding the right childcare can be a confusing and emotional time. We are so pleased and relieved to know we made the best decision in sending our child to Heriothill Nursery. It has been lovely watching our child grow and develop during their time there. We are grateful to the staff for providing such a happy, fun filled and stimulating environment for our child to spend the most important years of her life."

"Competent Staff; Friendly environment; Love and affection for my kid keeps her happy. I am very happy with the service and would hope the great work continues."

"There are some super staff at Heriothill Nursery. They very much care for the children and have a very good relationship with parents also I've found them helpful, kind and easy to talk to over the years my two children have attended. The kids love it - the rooms are clean, colourful and well equipped."

"The nursery is very well managed - although the nursery is large it never feels impersonal. Excellence in management seems reflected not only in low staff turnover but in a friendly atmosphere between parents."

"I have been delighted at the level of care and attention my daughter has received at Heriothill. It is such a happy environment and all the staff are excellent and take such pride in their work and the level of service they provide."

"Overall I am very pleased with the care my child receives at Heriothill. He is stimulated and encouraged to develop. He is happy to go there and appears relaxed and at ease with all the carers. I would perhaps suggest that parents have more dedicated opportunities to discuss their child's development, perhaps once every few months. Having said that, the keyworker for my child has always been very forth-coming with information about my child's progress on a daily basis."

"Really friendly, positive place that my daughter seems to really enjoy to go to."

"Since my two children have started at Heriothill Nursery they have been very happy. I have confidence in the staff and the quality of care they provide. They always share important information each day or interesting things my children have said or done."

They involve my son in planning his room and both my children's personal learning plans are full of lots of information about their social skills and learning."

"I am delighted with the relationship that all the staff have developed with my daughter in a short period of time. This is clearly evident when I drop her off at nursery and she is delighted to go to any member of staff. She doesn't ever look back and happily joins in with whatever is going on."

Quality Theme 1: Quality of Care and Support

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

The service had continued to provide very good opportunities to involve parents/carers in assessing and improving the quality of the care and support provided.

These included:-

Issuing questionnaires to parents/carers, evaluating the responses. Newsletters were issued providing information to parents on the conclusions reached. We were advised that as a result of information from parents regarding the transition procedures of children moving to new rooms there had been improvements made to their procedures. The service had used e-mail facility to keep parents /carers informed and to seek their opinions about the service provided.

The service also sought the views of parents/carers when their children were leaving the service.

Within each of the playrooms there was a book where parents/carers could make suggestions.

There were opportunities for parents/carers to voice their opinions at formal and informal parents meetings.

An 'Open Door Policy' was in place. Parents were also invited to attend an annual 'Personal Learning Plan Week' where they were encouraged to come into the nursery and look at their children's personal learning plans and speak to staff. Parents were also encouraged to contribute to their children's personal learning plans.

The following comments had been made by parents:-

"Staff asked my views regarding my child moving rooms."

"Staff were particularly helpful in the transition between rooms."

Areas for Improvement

The service should continue to provide very good opportunities for service users and carers to participate in assessing and improving the quality of care and support.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 3

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

Service Strengths

We considered the service had very good systems in place to ensure children's health and wellbeing needs were being met.

The service had appropriate health and safety policies and procedures in place. They maintained very good hygiene procedures.

Risk assessments were in place for inside and outside the nursery. Staff:child ratios as stated in the National Care Standards were maintained at all times to ensure the safety of the children.

We made observations of staff's interaction with the children throughout the nursery. We considered they were very caring and responsive to the needs of the children. We noted that throughout the nursery the children were engaged in a variety of activities which held their interest. For example we saw staff interacting with very young children both as one to one interaction and in small groups. They were gentle and caring in their approach. Activities included encouraging babies to explore their surroundings; reading stories to young children, simple art work where they could explore textures of paint and playdough. Children were able to play with sand and water.

We observed the children aged three to five years interacting with staff with the recently installed smart board. It was obvious to us that the children were enjoying this activity, early mathematical skills were being promoted. We also saw children of this age group being able to choose their own play activities, doing this individually and in groups. From our observations we considered children were being provided with very good opportunities to promote their development and learning.

Areas for Improvement

On the day of inspection someone had left the nursery and not secured the gate behind them. We discussed this with the management team. See recommendation (1).

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

It is recommended that the service ensures all persons entering and leaving the nursery are reminded of the importance of keeping the gates secure.
National Care Standards, Early Education and Childcare up to the age of 16,
Standard 2.2 - A Safe Environment.

Other Information

Complaints

There have been no complaints received by us about this service.

Enforcements

No enforcement action has been taken against this service.

Additional Information

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 the Care Commission 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).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings	
5 Nov 2009	Unannounced	Care and support	5 - Very Good
		Environment	<i>Not Assessed</i>
		Staffing	5 - Very Good
		Management and Leadership	<i>Not Assessed</i>
25 Sep 2008	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد یم وونابز رگید روا رولکش رگید رپ شرازگ تعاشا هی

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

یرخأ تاغل بو تاقيسينت تب بلطلا دن ع رفاوتم روشنملا اذه

本出版品有其他格式和其他語言備索。

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Improving care in Scotland