

Pinocchio's Nursery - Penicuik Day Care of Children

Eastfield Drive
Penicuik
EH26 8BA

Telephone: 01968 679007

Type of inspection:

Unannounced

Completed on:

30 January 2019

Service provided by:

Pinocchio's Children's Nursery Ltd

Service provider number:

SP2003002984

Service no:

CS2005087930

About the service

Pinocchio's Nursery - Penicuik is registered to provide a care service to a maximum of 53 children at any one time aged from three months to not yet attending primary school. This includes a maximum of 20 children under two years at any one time.

The nursery is in a purpose built building with two fully enclosed garden areas. The nursery has three playrooms, toilet and nappy changing facilities, kitchen area, hallway, staff room, manager's office and two secure outdoor play areas.

The nursery is in partnership with Midlothian Council to provide early learning and childcare funding for eligible children.

The nursery states that they aim:

"To provide a positive welcoming environment, where children feel free to be themselves in a safe and secure setting.

To stimulate young minds, encouraging their learning experience through child centred play.

To provide a broad and balanced curriculum.

To encourage children's individual development and progress.

To provide learning with quality resources.

To ensure effective leadership to support and involve the team in quality assurance, working to the legal requirements and standards of Her Majesty's Inspectorate and the Care Inspectorate."

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, included.

What people told us

We issued 25 care standard questionnaires to parents using the nursery. Four parents returned the care standard questionnaire. Most parents were happy with the service provided.

Children were happy and settled throughout the inspection. Some children were actively engaged in their play and learning.

Comments are noted below:

"My child loves her time at Pinocchio's. We realise the staff are very busy but we'd be keen to get more written reports and photographic evidence of her progress".

"Staff know both my children really well, even the staff who are not in my children's rooms. Pre-school get outside to play in all weathers which is great. Both my children are very happy. Not enough staff at the end of the day, often get staff telling me about my child's day who haven't actually been with my child and can't answer my questions. Would like to know what activities are on offer for my child throughout their day, maybe this can be displayed on room notice boards."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance processes to monitor the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Outcomes for children were found to be generally good and children present were seen to be settled, happy and secure in the nursery. There was a relaxed and welcoming atmosphere. We saw that children had formed good relationships with staff who knew them well and understood their individual needs.

During inspection we observed staff interacting with children and found that the majority of interactions were positive. We observed staff responding to children appropriately providing reassurance, encouragement and praise at the relevant times. Children appeared familiar with playroom routines and could follow these independently.

Independence and choice was promoted during snack and lunch times. Children helped themselves in the early learners room and younger children were helped by staff when needed. This was a relaxed and social time for all children. To ensure that children received a healthy breakfast we asked the service to review the food provided. The manager had started this process when we returned to provide feedback on the inspection findings.

Progress had been made on children's individual plans. We saw that staff were updating these regularly and strategies of support were documented. Strategies of support were discussed as a team and staff had started to evaluate any progress. We have asked the service to continue to embed this good practice into the setting.

Planning for children was in place. We saw this varied across each playroom. To allow children to reach their full potential we asked the service to review how they plan learning experiences for the children. Attention should be paid to ensuring that children have sufficient breadth, depth and challenge and evaluations should focus on children's progress and consolidate individual learning. The manager agreed with this area for improvement and was supporting staff to take this forward.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The service was welcoming to children and their families. Children's artwork was displayed meaning they share this with their peers and parents. This helps promote self-confidence and the feeling of being valued by others.

Two of the playrooms enjoyed free-flow access to the outdoor areas. Children clearly enjoyed their time outside. There were some resources that allowed children to develop their confidence and curiosity. Staff should continue to provide children with adequate challenge to develop their confidence, skills and to have fun.

Younger children benefitted from a calm and nurturing atmosphere in the baby room. Staff told us they reviewed the room constantly to ensure they were meeting the needs of the babies. Most babies were happy and content in their environment.

The toddlers were busy and engaged in most of the resources. They were beginning show their independence and staff had included resources to support this.

The layout of the early learners playroom had been reviewed since the last inspection. Children had more space and were able to access all areas. Staff told us that they were still working on the room but had created themed areas for example for writing, construction and the house area. We found that some areas were not always well enough resourced and staff sometimes found it difficult to extend children's learning.

The service had started to review the environment and experiences offered to the children as recommended at the last inspection. However, this needs to be further developed and areas within playrooms reviewed and resources added. We discussed with the management team that resources on offer should be interesting, varied and support children's curiosity and natural enquiry. This would create a richer play experience and widen children's learning. Staff should begin to increase the breadth and depth of learning experiences available and encourage children to problem solve through effective learning conversations. Developing the quality of the experiences would support children to achieve their potential and ensure children are excited and engaged in their learning. We have carried this recommendation forward.

(Recommendation 1)

Loose parts were being used by the children. This should continue to be developed throughout the nursery and garden area to enhance a richer learning environment and support children to use their imagination, problem solve and be creative.

To further improve outcomes for children the manager should have an oversight of the setting. The manager has agreed to continue to assess, audit and improve children's learning experiences, play opportunities and resources across the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure children enjoy an environment that has a wealth of interesting opportunities and encourages them to be imaginative, inventive and creative. Staff should ensure play rooms are well thought out and organised to promote greater choice with a wide range of resources and play equipment. This should include real and natural materials and an abundance of loose parts both inside and outside.

Health and Social Care Standards:

1.31: As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials.

2.27: As a child I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Children appeared to have good relationships with staff. Staff were friendly and welcoming towards the children which helped to create an environment where children were comfortable and assured. They recognised the importance of supportive and positive relationships with the child and their family so that children's health and wellbeing were promoted.

Where required staff were working together with other agencies to ensure that children's needs were known to staff and appropriate measures and approaches put into place. This contributed to children's care needs being met in a clear and consistent manner.

Permanent staff were appropriately registered with their professional bodies. We spoke with the manager about ensuring checks on staff registered with the Scottish Social Services Council (SSSC) were regularly carried out as part of the monitoring arrangements.

Staff had undertaken some training both external and in-house. We have asked that staff continue to access external training opportunities. This would allow them to update their knowledge and skills with current best practice. The management team agreed with this area of improvement. We will monitor the impact of this at the next inspection.

A comment made in a returned care standard questionnaire regarding staffing ratio's was discussed at feedback. The management team have told us that they are continually reviewing the rota's to ensure there are the appropriate number of staff to meet the needs of the children. The service were in the process of recruiting more staff. We will continue to monitor this throughout our improvement visits.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager had started to develop systems to monitor planning, resources, staff interaction and have a clear tracking system in place. We have asked that they continue to develop quality assurance and embed it throughout the service. The quality assurance manager has agreed to support with this area for improvement.

Management had provided and supported staff to undertake training and other activities which were starting to improve outcomes for children. However, we asked that they continue to provide, monitor and support staff's learning to ensure improvements continue especially those identified within this report.

We have asked the service to improve consultation and information giving with the parents to allow them to share their opinion, as well as build confidence in the service.

The management team were supportive of our inspection and engaged in discussions about further improvements needed and how these can be achieved. They agreed with our findings and had identified most of the areas for improvement. We will continue to work with the service to provide support and guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

Observations should record the child's voice, the learning taking place and resulting next steps. This will assist staff when planning learning experiences and considering next steps which support children to meet their full potential.

National Care Standards for Early Education and Childcare up to the age of 16:

Standard 4 - Engaging with children

Standard 5 - Quality of experience

This recommendation was made on 7 March 2019.

Action taken on previous recommendation

Staff had worked hard on the quality of observations within children's learning stories. They should continue to develop these to support children to meet their full potential.

This recommendation is met.

Recommendation 2

Staff should develop the environment and enhance play experiences for children. This should include nurturing and homely areas within all rooms.

Resources on offer should develop children's knowledge, understanding and enhance their play.

Staff and management should use best practice guidance to develop these areas of the environment.

National Care Standards for Early Education and Childcare up to the age of 16:

Standard 5 - Quality of experience.

This recommendation was made on 20 April 2018.

Action taken on previous recommendation

Some progress had been made on this recommendation. We have asked staff to continue to develop this to ensure that the environment and resources enhance play experiences for children.

This recommendation is not met and carried forward into this report.

Recommendation 3

The management team should monitor the impact that staff training has on the outcomes experienced by the children. This will support staff to effectively improve their practice and reflect on what is going well and any changes that need made.

National care standards for early education and childcare up to the age of 16:

Standard 12: Confidence in staff

Standard: Well-managed service

This recommendation was made on 20 April 2018.

Action taken on previous recommendation

The management team were starting to monitor the impact that training had on the outcomes for children. They have agreed to continue this and provide staff with more opportunities for external training.

This recommendation is met but we will continue to monitor this area for improvement at the next inspection.

Recommendation 4

Quality assurance systems need to be further developed to have an effective impact on children's experiences.

Best practice documents should be taken into account when monitoring all areas of the service.

National Care Standards, early education and childcare up to the age of 16.

Standard 13 Improving the service.

Standard 14 A well-managed service

This recommendation was made on 20 April 2018.

Action taken on previous recommendation

Some progress had been made by the manager to develop an effective quality assurance system. We have asked the service to continue to develop this and embed it into the setting.

This recommendation is not met and carried forward into this report.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
26 Feb 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
17 Mar 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
9 Mar 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Feb 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
28 Feb 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
1 Aug 2013	Unannounced	Care and support 2 - Weak Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
19 Jul 2011	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
15 Dec 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
15 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good Not assessed
18 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 5 - Very good

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