

Pinocchio Nursery Day Care of Children

Newbattle Road
Eskbank
Dalkeith
EH22 3AU

Telephone: 0131 654 0070

Type of inspection:

Unannounced

Completed on:

26 February 2020

Service provided by:

Pinocchio's Children's Nursery Ltd

Service provider number:

SP2003002984

Service no:

CS2003011827

About the service

Pinocchio Nursery is registered with the Care Inspectorate, to provide a care service to a maximum of 76 children at any one time aged from three months to 12 years of whom no more than 17 are under two years old.

The nursery is in a purpose-built building with a fully enclosed garden in Eskbank, Dalkeith.

The nursery has four playrooms, three sleep/ quiet rooms, toilets and nappy changing facilities, and a kitchen area. Two fully enclosed gardens provide a safe space for the children to participate in outdoor play.

The nursery is in partnership with Midlothian Council to provide funded early learning and childcare (ELCC) for eligible children.

The nursery aims include:

- 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 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 well-being 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 well-being indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

During the inspection visits we spent time with children at both the nursery and after school club.

Children were happy to share their views about the service. All children we spoke with said they were happy with the service and enjoyed attending.

Some of their comments included:

"I like outside the best"

"My mum does yoga with my Gran"

"I like nursery. My mum and dad come to pick me up. My mum and dad are at work and I am in the garden"

"Look I've drawn a map, it's a treasure map - X marks where the treasure is".

Children who attended the after school club were all happy and enjoyed attending.

They commented:

"We like the snack and I made the pizza"

"I like going to the wood"

"I like being outside"

Prior to the inspection, we sent out fifty-five Care Standards Questionnaires (CSQs) for parents. We received twelve completed CSQs back. All respondents agreed or strongly agreed with the statement 'Overall, I am happy with the quality of care my child receives in this service'.

Comments included:

"I am happy with the level of care provided. I have no concerns at all regarding the service provided. We have used the service for many years and will continue to do so. I would recommend it to others, and already have"
 "Excellent service, great staff".

"My child is always happy to go to nursery and happy when picked up. They keep friendly and close relationship with her carers. Children are always outside when nice weather and get plenty of activities. Nursery provided a great support in development of my child".

"Staff have been great with my child and made us feel welcome and secure. When they were transitioning from the baby room recently, they asked my opinion and kept me fully informed, ensuring my child settled quickly during a scary and confusing time".

"Very friendly can caring staff, clean homely environment, management presence often seen which is assuring, strong sense of organisation. Would appreciate more forthcoming/structured/regular updates on development/skill set relative to peers. More details about what activities were carried out each day would be great".

"Staff does an exceptional job of caring for my child. They closely and accurately assess their interests and capabilities and provide a responsive and varied environment and experience. Staff have a genuine care and attention for the children and its clear to me they take time to get to know them as an individual. I feel secure and happy leaving my child in their care. The manager and management team are excellent always available to parents and friendly interacting with the child".

"Pinocchio's Eskbank is like a little family. Staff know the children well (even those in different rooms/age groups). Food in particular is excellent. Children are afforded the opportunity to play outdoors regularly and a healthy lifestyle is very much encouraged".

"A wonderful nursery. Staff, programmes and care are all 5*, highly recommend to all parents".

"I have observed at times the rooms can be short staffed and staff seem pushed to their limits. Staff don't always appear to be working in good conditions and this can only effect the care given towards the children".

Self assessment

The service had not been asked to submit a self-assessment prior to the inspection. As part of the inspection we discussed the service's improvement and quality assurance work. This clearly identified the strengths of the service and any areas of development.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Children within the service were happy, settled, busy and having a lot of fun. Staff were warm, caring, nurturing and knowledgeable about the children, which resulted in a secure and respectful environment for them.

Children's health and wellbeing was promoted throughout the service. Snacks and lunches were healthy and gave children the opportunity to develop independence as they selected their own food and drinks. There was a clear understanding of the health benefits of playing outdoors. Most children had free-flow access to the garden that allowed them to investigate nature and learn about their environment. Children clearly enjoyed their time outdoors and played with the many natural resources available to them.

Staff had created warm, safe and welcoming playrooms for all children attending. A range of activities and opportunities were easily accessible to them which met their needs and interests. They were given opportunities to explore and play with natural and open ended resources (sometimes called loose parts). 'Loose parts' can help to develop children's creativity and inquiry skills because they use materials that can be used in multiple ways. Children spent extended periods immersed in uninterrupted play, which was supporting the development of their creativity, imagination and social skills.

Children who attended after school benefited from extended periods of time outdoors in the garden, local park or woodland area. They were included in plans for their time at the club and told us they enjoyed going for trips on a Friday afternoon and taking a picnic. Staff had created a room where older children could get creative using arts and crafts or large construction resources. Reading, board games and nurturing areas allowed children to access quiet areas if required.

Staff were enthusiastic about their work and keen to do the best for the children. They worked together as a team to support each other and provide the children with a safe and caring place to be. The management team were proud of staff, and staff in turn, felt supported by management. Overall, this created a happy and supportive environment where children were the priority and benefited from these positive working relationships.

What the service could do better

The service had identified through their improvement plan that outcomes for children could be improved through planning appropriate and challenging next steps. We agreed with this area for improvement and are confident that the service will continue to review how they capture significant learning and track children's progress.

Staff evaluated resources on offer to the children and added interest when needed. Whilst resources were providing children with good play opportunities, we asked the service to continue to evaluate the resources to ensure they offer appropriate depth and challenge for all children attending.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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

To support children in taking responsibility and improve challenge the service should review and develop the resources and activities on offer in the after school club.

The room layout should provide space for the children to explore and extend their play.

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

Standard 2 - A safe environment

Standard 5 - Quality of experience.

This recommendation was made on 22 January 2018.

Action taken on previous recommendation

The service had reviewed the space provided for the children. Children enjoyed arts and crafts, den making and a large construction area. Board games and books were also available. They also had access to a well resourced outdoor area.

Staff will continue to review this area to ensure it works for all children attending the service.

This recommendation is met.

Recommendation 2

To continue to support older children's needs - staff in the after school club should access relevant training.

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

Standard 6 - Support and development.

Standard 12 - Confidence in staff

Standard 13 - Improving the service

This recommendation was made on 22 January 2018.

Action taken on previous recommendation

Staff were happy to be in the ASC. The room senior enjoyed her job and the children responded well to her.

Children were happy and engaged with the resources and activities on offer. Specific training for staff on older children was still being sought.

This recommendation is met.

Recommendation 3

Senior staff should consider the deployment of staff to support the children needs when necessary.
National Care Standards Early Education and Childcare up to the age of 16
Standard 3 - Health and wellbeing
Standard 6 - Support and development.

This recommendation was made on 22 January 2018.

Action taken on previous recommendation

Staff were being deployed appropriately to support the children attending the club. Children's needs were well met by the staff in the club.

The manager is approachable and staff understand that they can discuss staffing arrangements with her at anytime.

This recommendation is met.

Recommendation 4

To continue to support improvements throughout the service and especially within the after school club - the management team should continue to observe staff practice and embed quality assurance into the setting.
National Care Standards Early Education and Childcare up to the age of 16:
Standard 13: Improving the service.

This recommendation was made on 22 January 2018.

Action taken on previous recommendation

Quality assurance is embedded throughout the service - and this includes the after school club. Monitoring of staff practice is established and the service are looking at the impact of this on outcomes for children.

This recommendation is met.

Inspection and grading history

Date	Type	Gradings
30 Oct 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Jul 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
23 Jul 2015	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate
23 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 3 - Adequate 2 - Weak
29 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate
13 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 4 - Good 3 - Adequate 2 - Weak
15 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good Not assessed
26 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good

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