

Pinocchio's Children's Nursery - Gilmerton Day Care of Children

6 Ferniehill Road
Edinburgh
EH17 7AB

Telephone: 01316 643 276

Type of inspection:
Unannounced

Completed on:
17 June 2021

Service provided by:
Pinocchio's Children's Nursery Ltd

Service provider number:
SP2003002984

Service no:
CS2008174605

About the service

Pinocchio's Children's Nursery Gilmerton is registered to care for a maximum of 48 children aged between birth and entry to primary school.

The service operates Monday to Friday between the hours of 7.30 am and 6 pm. The nursery is based in Ferniehill Road, Gilmerton and operates on two levels. The playrooms, kitchen and children's toilet/changing facilities are situated on the ground floor. The upper level consists of the nursery office, staff room and adult toilet facilities. There are three separate playrooms to accommodate the different ages and stages of the children attending. The nursery has a secure outdoor play area.

The nursery is in partnership with the City of Edinburgh Council to provide early learning and childcare funding for eligible children.

The nursery aims include:

To provide a 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.
- To work to the legal requirements and standards of Her Majesty's Inspectorate and the Care Inspectorate."

This inspection was carried out by an inspector from the Care Inspectorate. We visited the nursery on 10 June 2021 and 14 June 2021 when we spoke to children, staff and the management team. We reviewed relevant documentation during the inspection and further information and documentation was requested from the manager and was sent to us by e-mail. We asked the manager to distribute an email from us to parents using the service asking for their views. We provided feedback to the management team and local authority representative on 17 June 2021 using Microsoft Teams.

This was a focussed inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic.

What people told us

We observed children playing outside in the garden and having snack. We assessed that children were happy and having fun. We asked the service to distribute our contact details to parents and received feedback from seven parents whose children used the service.

All parents commented positively about the regular communications they had received throughout the pandemic. They felt well-informed of changes in procedures in response to national guidance and praised their efforts to keep in touch throughout the pandemic. Their comments included:

"They use the learning journals well I always feel they capture my son's learning and give us ideas of things to work on with him at home.

During the rapid changing Covid situation they did keep us informed by email. Sending info from Scottish

gov guidance. During a recent room closure they communicated by phone and followed with an email I felt very informed.

They have always been clear about the one way system, mask wearing and hand gel at the door. It feels safe and shows the setting have things in place to reduce infection".

"The nursery kept in touch regularly by email, regarding changes to policies and the procedure for nursery places when they were reduced and available to essential workers only, drop-off and pick-up, sanitising etc. On a couple of occasions our daughter has picked up a runny nose at nursery and when this became a cough they called us immediately so we could either isolate or get her tested for Covid. I've felt very comfortable that I could call at any time to check on my daughter and how she's doing".

"The communication has been excellent, and at a scary time for parents of young children they've been really reassuring and professional, and managed to settle children into nursery who had previously never spent time away from their parents. The clarity and consistency over when children will be sent home/for Covid tests etc has been brilliant too - I understand that it can be frustrating having to take time off work for a fairly unpleasant medical test for your one year old when you know it's just a common cold, but it's reassuring that they're so diligent".

"my child attends the nursery and I have to say the staff are always helpful and give me a rundown of his day, on top of that I get weekly updates of his progress and have had lots of Covid info even when I was furloughed the staff were great at helping my child settle back in. My child loves the variety of foods and the play areas they have to help his development I feel very confident in this nursery".

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	4 - Good
--	----------

Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

4 - Good

5.1: Children's health and wellbeing are supported and safeguarded during COVID-19.

We saw positive strengths that impacted on children's experiences and outcomes. Children were happy and having fun at the nursery. Most staff were respectful to children, and we saw caring and nurturing interactions.

Overall, staff role modelled respectful care; gently asking younger children to come and have their nappy changed and respecting their right to refuse when they were busy. In discussion, all staff were very aware of the children's differing personalities, care and dietary needs and how to meet these. Children's personal plans were reviewed prior to children returning to the service after lockdown. This information was used by staff to help children settle-in and give them a sense of security.

However, plans often lacked consistent, agreed strategies for supporting children. We have asked the service to improve approaches to documenting children's personal plans. Agreed support strategies should be regularly reviewed to achieve the best possible outcomes for children.

Staff understood the value of outdoor play during the period of Covid-19. Children could access the outdoor area freely. Staff had worked hard to create an outdoor learning environment that was enjoyed by all children and included the use of loose parts and real-life resources. We saw that children were confident and busy in their play.

The service has communicated effectively with families throughout the pandemic and included regular contact by telephone and digital technology. This helped to maintain a sense of connection and support children's learning at home. Information on changes to Covid -19 procedures had been shared with parents who all confirmed they felt well informed. Regular monthly newsletters have been sent to parents these were informative and explained about any changes to the nursery or staffing.

Children were very familiar with the routines in the nursery. Handwashing was carried out at key points of the day and was very well supported by staff. Staff had talked to children about handwashing and it was clear that the practice of handwashing was embedded in the daily routine. The service had recently purchased a mobile hand washing unit. This meant that children could wash their hands when outdoors. We have asked staff to monitor the temperature of the water in the unit to ensure it is warm enough for children to wash their hands effectively.

Snack and lunch procedures took account of healthy eating and infection control measures. However, we have asked the manager to review these times to ensure staff are following good practice guidance. This would ensure that children receive appropriate support from staff to achieve a suitably relaxed, sociable and enriching experience.

5.2 Infection prevention and control practices support a safe environment for children and staff.

A Covid-19 risk assessment had been developed in line with national guidance and the service adapted their procedures to ensure everyone's safety. Any adjustments to procedures were communicated effectively by

email to staff and families on an ongoing basis. This meant that staff and parents had a clear understanding of what was required in terms of safe Covid-19 practice.

Staff were aware of the routine for cleaning resources. A dedicated staff member ensured touch points and areas of the playrooms were regularly cleaned throughout the day. As a result of effective procedures, the indoor environment was clean and pleasant for children to use.

The procedures for parents dropping off or collecting children are well organised. Physical distancing was maintained between staff and families. Appropriate signage reminded parents of the procedures and hand sanitisers were positioned at the entrance door. Staff and most parents wore masks when accessing the nursery garden and a one way system was in place.

5.3: Staffing arrangements are responsive to the changing needs of children during Covid-19

Parents confirmed that staff working in the service were kind and caring and supported children well. Staff were observed to have built up good relationships with each other and communicated well as a team this contributed to the happy atmosphere of the nursery.

Policies and procedures were in place to ensure the safety of staff and children. Staff maintained a safe physical distance from each other and wore face coverings at the times indicated in national guidance.

Staff's wellbeing had been a priority throughout the pandemic and staff spoke highly of the support they received from the management team. Formal group meetings using virtual technology and individual 1:1 sessions helped staff to be well-informed and confident. A variety of training had been undertaken which had contributed to staff good practice and confidence. Child protection was well understood by staff. Inductions were supporting new staff to feel confident in the policies and procedures in place. The management team had a good understanding of staff's individual learning needs.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To provide good outcomes for children the service should continue to recruit more qualified, skilled and knowledgeable staff.

This area for improvement was made on 28 August 2018.

Action taken since then

The service are continuing to recruit suitably qualified, skilled and knowledgeable staff.

Previous area for improvement 2

To improve outcomes for children the manager should introduce an effective system to monitor staff practice. It should focus on monitoring and addressing staff interactions, the use of the environment and consider the quality of the experiences provided for children. This would assist the manager to identify learning and development opportunities for staff.

This area for improvement was made on 28 August 2018.

Action taken since then

The management team have introduced a system to monitor staff's practice. This is beginning to have an impact on the children experiencing good quality outcomes. The management team have agreed to continue to embed quality assurance into the service.

Previous area for improvement 3

To further support improvements and the development of the nursery provision as identified within this inspection. The service should work together to develop and implement a robust quality assurance system.

This area for improvement was made on 28 August 2018.

Action taken since then

The management team have introduced a system to quality assure the service. This is beginning to have an impact on the children experiencing good quality outcomes. The management team have agreed to continue to embed quality assurance into the service.

Previous area for improvement 4

To improve outcomes for children, staff should develop areas of interest or expertise and take on further responsibilities within the nursery. Staff should be given time to research thoroughly, attend training and read material to develop their skills, knowledge and understanding.

This area for improvement was made on 28 August 2018.

Action taken since then

Staff are beginning to develop areas of interest or expertise and take on further responsibilities within the nursery. This was beginning to have an impact on the children experiencing good quality outcomes.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.