Kirkliston Orchard Nursery
Day Care of Children

24 Newliston Road
Kirkliston
EH29 9EA

Telephone: 0131 333 4621

Type of inspection:
Unannounced

Completed on:
31 October 2019

Service provided by:
The Orchard Nursery Ltd

Service provider number:
SP2003002986

Service no:
CS2006138039

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Kirkliston Orchard Nursery is provided by The Orchard Nursery Ltd. and is registered to provide a care service to a maximum of 49 children at any one time aged between birth and primary school entry.

The nursery is located on the outskirts of Kirkliston and is close to local amenities and bus routes. The accommodation is provided over two floors. The ground floor space includes the kitchen, baby room, nappy changing facilities, playroom for pre-school children with direct access to an outdoor garden area, toilet facilities and office space. The first floor space consists of a playroom for children two-three years of age, toilet/nappy changing facilities, and staff facilities. There is also a fully enclosed garden area that is used routinely throughout the day by children of all ages.

We carried out an unannounced inspection of this service on Monday 28 October 2019 and this continued on an announced basis on Tuesday 29 October 2019. Further information was requested from the provider and therefore the inspection was concluded on Thursday 31 October 2019.

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), 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 parents(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 and included.

What people told us

Children were confident and content in their environment and had positive relationships with staff. Some children talked to us about what they enjoyed doing and showed us the resources and activities that they liked to play with.

Parents we spoke to during the inspection confirmed they were happy with the service and made positive comments about the information they received, communication, staff and the experiences of their child.

We sent 25 care standards questionnaires to the service for parents to complete. Eighteen of these were returned to us with those parents confirming that they strongly agreed or agreed with the following statements:-

- 'Overall I am happy with the quality of care my child receives in this service'.
- 'The service has involved me and my child in developing the service, for example asking for ideas and feedback'.

Two parents indicated that they either strongly disagreed and disagreed with the statements:-

- 'I am confident that there are always enough staff to provide a good quality of care'
- 'The service makes good use of resources in the community for example library and parks'.

Some comments from the questionnaires which reflected parents' views in May 2019 included:-

'Kirkliston Orchard Nursery provides a very good, safe, welcoming and stimulating environment for my children. The staff are very well qualified, professional and caring'.

'The staff in the nursery are very caring and have helped with the transition between rooms. The garden is an excellent resource and the children are often out there, where they play independently which is lovely to watch. The current turnover in staff is a little bit worrying but I am confident that the nursery will come through this transition period'.

'Overall we have received a great service from Kirkliston Orchard Nursery. They always inform us of things going on in the nursery via newsletter or emails. They ensure they ask us and our child's views and opinions'.

'The nursery goes above and beyond with all children to make sure they are physically and mentally stimulated. My child loves attending the nursery and has a strong bond with them. He is confident enough to speak to them when needed. I do feel however that there are not many outings for the children (that I am aware of) and maybe this is something that could be looked into.

'My daughter has been nurtured from a young age into a confident, happy, little girl. She has loved her time at Orchard Kirkliston and thinks fondly of all the staff who have helped her to grow in a loving environment. She particularly loves outdoor play and has enjoyed extra activities such as (visiting specialist named) and football. The family fireworks display and summer BBQ are just a couple of events this nursery put on for all children at the nursery and has helped my daughter and I build friendships with the children, parents and staff of this nursery. Highly recommend, fantastic nursery'.

'The staff in the nursery are brilliant, they are so pro-active in my child's development and make it a happy place where he loves to be'.

'Orchard Nursery has provided a safe and environment to thrive and grow in. The children also spend a lot of time outdoors in the garden. The staff is also genuinely interested in the well being of my child. They always take the time to catch up and check in on how he is doing'.

'Often short staffed'.

We discussed the above feedback with the management team whilst maintaining families' anonymity. We acknowledged that information from the care standards questionnaires had been received in May 2019. We had no concerns about the staffing levels during the inspection. However we discussed with the management team that it would be beneficial to provide parents with information about the staffing levels throughout the nursery and reassure them about how this was managed. Further information was also to be provided to parents about the community links in place and to consider how those resources were used.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan information and relevant quality assurance paperwork. These demonstrated their identified priorities for development and how they were evaluating 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	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Children and their families were provided with a welcoming and professional service. Staff were respectful and nurturing in their interaction with children, with praise and encouragement given to them during their play and care routines. Positive behaviour strategies were also used to support children to play cooperatively together and to maintain their safety. These strategies helped support children's self-esteem, confidence and to help them feel secure in their environment. Staff had an understanding of their role and responsibility in safeguarding children in their care and about the action they would take in the event of any concerns.

Staff worked well together as a team and clearly knew the children in their care well. A variety of systems were used to gather and review children's personal plan information in consultation with parents. This meant that staff were knowledgeable about how to support children with any additional care needs. Children's interests and individual needs were taken into account when planning for meaningful experiences. Children were confident in their environment and were able to choose from a variety of quality resources and activities to support their curiosity, creativity and imaginative play.

Children's health and wellbeing was enhanced as they routinely had access to the garden for fresh air and active play. The outdoor environment provided children with opportunities to learn to assess and manage hazards and challenges with the support of staff. Children were also able to learn about healthy lifestyles through the promotion of healthy eating, handwashing and toothbrushing.

The management team and staff demonstrated that they were reflective of their practice. Leadership roles were in place for staff to extend their knowledge and further develop key areas of interest or areas of the nursery in order to improve children's experiences. For example, the provision of a new literacy area outdoors. To support their improvement agenda, quality assurance processes had been used including evaluation toolkits, best practice documents, feedback from the parents' committee and parent survey results. This demonstrated that the management team and staff were committed to continue to improve upon the service to promote positive outcomes for children.

What the service could do better

The majority of staff were registered with Scottish Social Services Council (SSSC) and systems were in place to ensure that new staff were registered with SSSC within six months of starting their role. However, the management team needed to improve upon the systems to take into account staff who were to be registered

with a different professional body. This should include ensuring that they understand their responsibilities of registration with that professional body and that applications are progressed and monitored within the appropriate timescale.

Where children have individual care needs including health, medication or dietary requirements, the information held was to be further reviewed in consultation with parents. This was to ensure that the overview of information held clearly outlined the strategies to support those needs and any action to be taken by staff.

As part of their quality assurance processes, the management team were to continue to take into account their observations of nursery routines to assess and enhance children's experiences. For example, mealtime routines. These observations should be documented along with any feedback given to staff or any action taken as a result. This would further support the provision of high quality care and support for children based on relevant guidance and best practice.

The management team confirmed that since the previous inspection, photographs and information had been displayed for families about the risk benefits of children's experiences and how they keep children safe. We discussed that although this information was no longer displayed, this would be beneficial to share with new families.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
6 Jul 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good Not assessed Not assessed
20 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
27 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
14 Sep 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good Not assessed Not assessed
18 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
23 Feb 2009	Unannounced	Care and support Environment Staffing	5 - Very good 5 - Very good 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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