Jigsaw Nurseries
Day Care of Children

5 & 32 Main Street
Balerno
Edinburgh
EH14 7EQ

Telephone: 01314 494 516

Type of inspection:
Unannounced

Completed on:
22 November 2021

Service provided by:
Jigsaw Nurseries Ltd

Service provider number:
SP2009010198

Service no:
CS2009193074

About the service

Jigsaw Nurseries registered with the Care Inspectorate in April 2011. Conditions of registration state that a day care of children service can be provided to a maximum of 60 children not yet of an age to attend primary school at any one time.

Of those 60 children, a maximum of 12 children under 2 years can be accommodated at 32 Main Street, Balerno, EH14 7EH, a maximum of 36 children aged from 20 months to not yet of an age to attend primary school at 5 Main Street, Balerno, EH14 7EQ and a maximum of 12 children aged from 3 years to not yet of an age to attend primary school at Malleny Gardens, National Trust Scotland, Balerno, Edinburgh, Midlothian, EH14 7AF.

Adult: child ratios will be a minimum of:
* Under 2 years - 1:3
* 2 years to under 3 years - 1:5
* 3 years and over - 1:8 if the children attend more than 4 hours per day, or
* 1:10 if the children attend for less than 4 hours per day

Based in the village of Balerno, Edinburgh, the service is close to local amenities and transport links. The service is delivered from two separate buildings and an outdoor area, all within walking distance of each other.

The service aims to:
- "Include Jigsaw Nurseries as a unique setting as part of a family portfolio of nurseries
- Create a stimulating environment which promotes inclusion, fosters participation and curiosity, enabling our children to happily learn through play
- Promote play as having an important role in the wider community in Balerno and beyond
- Champion the relationship between healthy eating and a healthy lifestyle resulting in a positive impact on our families
- Enhance and extend our Forest Kindergarten programme to further the wellbeing and resilience of our staff and children
- Ensure meaningful, enjoyable experiences are accessible to everyone in a safe and secure setting".

We carried out an unannounced inspection on Tuesday 16 November 2021 9:30-14:50. The inspection process continued virtually through video and telephone calls with staff and the manager. We gave feedback to the service on Monday 22 November 2021 by video call.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

What people told us

During the inspection visit, we observed children in all parts of the service. We concluded that children had positive relationships with staff and were comfortable and confident in their surroundings.

We asked the service to distribute information about the inspection to parents, inviting them to offer feedback. Three parents responded with complimentary feedback. They were happy with the measures taken to reduce the risk of Covid-19 transmission. The parents described staff as caring, friendly and committed to their children. One parent wanted children's observations and feedback to be more detailed and individual to the child. This was discussed during the inspection process. Comments from parents included:

"I feel there could be more regular observations and moments posted online. I think that the personalised posts could be more regular and focussed."

"The meals are great and my child gets a good variation each week."

"The fact she is a happy, thriving little girl who loves socialising at nursery is in large part due to the wonderful care she receives there."

"Forest kinder garden is a highlight for my child."

Self assessment

The service was not asked to submit a self-assessment prior to inspection. We looked at the quality assurance processes as part of inspection. We were satisfied that the service was reflecting on outcomes for children and will continue to refine the processes to enhance them.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Children were cared for in a respectful and nurturing way. They were seeking staff out for help, comfort and play, which staff responded to sensitively. Children were cuddled and soothed and listened to. They also had fun with familiar adults who they felt comfortable with.

Throughout the inspection, children were busy and engaged in their play either alone or with their friends. Experiences across all rooms were influenced by children's choices, interests and needs, as staff observed, listened and responded. This meant that children were mostly leading their own learning. The service was continuing to develop how they captured and used quality observations of children's play, in order to support children further in their individual progress.

All children had a personal plan however we saw inconsistencies in how much information each child had and the quality of it to support their needs. The service acknowledged the personal plans had not been kept up to date in recent times and were in transition between paper and digital records. We were confident however that staff knew children well and were able to tell us about how they were supported in the service. The service was committed to ensure personal plans reflected staff knowledge and were used to plan, monitor and review children's care and learning.

Building and maintaining partnerships with parents continued to be challenging due to current Covid-19 restrictions. Staff were overcoming this by using other methods of communication such as telephone calls. This involved parents in the reviewing of children's progress, contributing to continuity of care for them. Parent involvement would be improved through having more detailed personal plans which would offer them insight to their child's time in the setting.

Snack and mealtimes were mostly positive experiences for children. The baby room had improved since the last inspection, with additional staff during mealtimes to further support baby's needs. Preschool children were independently serving, making choices and chatting with their friends as staff supported when required. We encouraged the service to implement this best practice in the toddler room. This would enable more independence and support their developing self-care skills.

We were confident that children were at reduced risk of infection transmission. The service was using the national Covid-19 guidance to plan and implement measures of infection prevention and control. Examples of this were enhanced cleaning of touchpoints throughout the day and parents keeping their distance at drop-off and collection times. We reminded the service of the importance of consistent handwashing at key times throughout the day for staff and children. For example children should wash hands after nappy changing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were cared for in flexible environments where they could rest, be active, spread their play out and spend long periods of time outdoors if they wished. Artwork by children and photographs showing them playing, were displayed. This celebrated children's work and gave opportunities to reflect on their activities. The manager was planning the refreshment of the environment following restrictions on visitors to the setting. This would enhance the vibrancy of the surroundings for children and replace resources where required.

Low furniture and labelled storage meant that children could see what was available to them and make their own choices. The service was committed to child-led play where children develop their own play according to their interests. Children had a wide range of resources to choose from, ranging from construction to play dough. Loose part items were available for children to use adding depth to their play. We discussed the balance of free choice for children and the role of the adult in stimulating intrigue and wonder. This could be further enhanced by considering how resources are displayed or set out for children, including loose part items.

All children had daily access to the outdoors. Both toddler and preschool children could access their secure garden areas directly from their rooms. We saw some restrictions to toddler's free flow movement to the outdoors. We encouraged the manager to consider room routines and staff tasks to further support the choices of toddlers. Babies experienced daily walks around the local community. Staff ensured babies could also explore the natural environment where possible, with time out of pushchairs. This would enable them to develop their physical skills in differing environments.

Children had a wide variety of experiences in the garden areas. They could climb, balance, get muddy and watch the community around them. An outdoor classroom had been added to the preschool garden. This offered an outdoor shelter where children could play. Both the toddler and preschool gardens had plans for further development.

Groups of preschool children had daily sessions in the nearby Malleny Gardens. This forest area offered opportunities to explore and discover the natural environment, enhancing children's decision making, problem solving and teamwork skills. Resilience was also enhanced as children managed an outdoor toilet, eating outdoors and varying weather. Children were enthused by the forest, energised and curious to discover all it had to offer.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Children were cared for by staff who had been recruited safely according to best practice guidance. This contributed to keeping children safe and secure. New staff became familiar with service processes and procedures through an induction programme, offering consistency in approaches for children. In addition, a new mentoring programme was being developed to further support new staff and trainees in enhancing their skills and knowledge.

A calm and quiet approach by staff meant that children were not over-whelmed. They had space and time to consider their choices and involve staff if they wished. Each room had a combination of skills and experience, so staff could support, guide and inspire each other.

Staff were supported to identify their work passions and interests, developing and implementing them throughout the service. This contributed to children benefiting from a variety of approaches and experiences. An example of this was the development of sensory kits for each room. Having support to take the lead on an aspect of the service was empowering for staff.

Staff were able to refresh their knowledge on a variety of topics online, such as child protection, infection prevention and control and first aid. The manager was working to ensure all staff felt confident and competent with the new online communication platform, in order to effectively share information about children with parents.

Staff felt happy in their work and supported by management. They knew they could raise issues and would be listened to.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager was fairly new in post, having previously been the depute manager. Her existing connections and knowledge of the service enabled her to settle into the role quickly with limited disruption to families. The manager demonstrated interest and passion for the service and a commitment to learn and improve. Through daily contact with the provider and support from the previous manager in the depute role, the manager was enabled to explore all aspects of her role, gaining confidence and experience in various situations. The manager was also showing initiative by initiating the local nursery cluster meetings. These would provide a forum to seek guidance, ideas and support from peer managers.

A recommendation from the last inspection had been met. The manager had reviewed the safer recruitment policy and ensured it was used to guide all recruitment. We suggested further improvement of this process could be made by adding their expectations of Scottish Social Services Council (SSSC) registrations and annual renewals for staff. Through the inspection process we highlighted a staff registration which had lapsed. This had not been identified by the service. Immediate action was taken to address this. The provider assured us that an auditing process was in place to check the SSSC registrations and that it would be refined to avoid this in the future. We were confident this would be taken forward.

A variety of processes were in place to help the manager quality assure aspects of the service. For example, by observing staff practice, the manager was able to highlight strengths and areas for development. In addition, audits of personal plans were carried out. Some issues highlighted in the inspection had been identified by the service, whilst others had not. We discussed the need for quality assurance to be purposeful and contribute to improvements through planned tasks and timescales. The content of this report should help the manager and provider see where the quality assurance processes need further development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Children should be cared for by people who have been recruited in line with best practice. We recommend the manager ensure recruitment processes follow the safer recruitment guidance. The manager should consider:

- reviewing the recruitment policy to ensure it reflects safer recruitment guidance, Safer Recruitment Through Better Recruitment 2016

- using the service policy documents to guide her practice.

This is to ensure care and support is consistent with Health and Social Care Standard 4.24 which states "I am confident that people who support and care for me have been appropriately and safely recruited".

This recommendation was made on 2 July 2019.

Action taken on previous recommendation
The recruitment policy had been updated and was used to guide recruitment activity. We advised further additions to the policy to reflect staff responsibility with SSSC membership and actions the service would take if memberships should lapse.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
2 Jul 2019	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 3 - Adequate
22 Jun 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
22 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
27 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
8 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
22 Jul 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
7 Aug 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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