

Early Days Nursery Day Care of Children

36 Palmerston Place
Edinburgh
EH12 5BJ

Telephone: 0131 226 4491

Type of inspection:
Unannounced

Completed on:
5 February 2019

Service provided by:
Early Days Nursery Ltd

Service provider number:
SP2003002857

Service no:
CS2003011916

About the service

Early Days Nursery, (referred to as the service throughout this report), is registered to provide a care service to a maximum of 110 children at any one time aged from birth to 12 years. A maximum of 65 children at any one time aged between birth and three years may be cared for from 36 Palmerston Place, Edinburgh, EH12 5BJ. A maximum of 45 children at any one time aged between two years and 12 years may be cared for from Old Coates House, 32 Manor Place, Edinburgh, EH3 7EB.

The service is based over two sites. Old Coates House is situated in a churchyard and located opposite the Palmerston Place building. The site at Palmerston Place is over three floors. Babies are located in the basement level. Children aged around one to two years are located on the street level and children aged two to three are based on the top floor of the building. Old Coates House has three floors. There is a dining area and cloakroom on the ground floor with two playrooms on the first and second floors. Palmerston Place has a small enclosed garden to the rear of the property. Children based in Old Coates House have access to the churchyard gardens. This is a public area, therefore children do not have free flow access to this space. The service use a wide range of resources in the local community providing children with a variety of experiences that promote their health, wellbeing and learning.

The service has recently reviewed their Visions, Values and Aims. These include:

- Our nursery environment is welcoming and friendly.
- Our happy children learn and thrive.
- All children are loved and respected.
- We provide the children with a range of engaging activities and experiences.
- Our range of experiences ensure an adventurous approach to learning.
- Our enthusiastic staff provide the best opportunities for the children.
- At Early Days Nurseries we pride ourselves on developing a caring staff team.
- Supportive staff work in partnership with families.
- Our child centred approach is responsive to each individual child.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

We carried out an unannounced inspection on Monday 4 February 2019 and Tuesday 5 February 2019. We provided feedback to the manager, depute manager and group director at the end of the second visit. Two Care Inspectorate inspectors carried out the inspection.

During the inspection visits the number of children varied. Many of the children were happy to share their nursery experience with us. Some of their comments included:

"I'm making a birthday cake."

"We are going to Forrest Schools."

"I have lots of friends."

Prior to the inspection we sent out 39 Care Standards Questionnaires (CSQs). We had 16 CSQs returned to us prior to the inspection taking place. We received a further two CSQs after the inspection concluded. Eleven parents strongly agreed, six agreed and one parent disagreed with the statement, "Overall, I am happy with the quality of care my child receives in this service". We spoke with a further two parents during the inspection.

Comments from both sources included:

"Overall we are very happy with the positive impact that the nursery has had on our son. He looks forward to nursery and seems happy and content at the end of each day. We are also satisfied that when minor concerns have been raised with staff, they have been dealt with promptly and effectively."

"Early days - in particular in the pre-school - has made huge improvements this year, maximising the creativity of staff, which in turn has led to brilliant learning and imaginative experiences for the children. Being a city centre nursery, Early Days embraces its location and take the children out on a fantastic range of trips and visits throughout the year."

"Love that the staff have genuine care for our children - across the nursery regardless of which room they are in at the time."

"Old Coates House, where our child attends is managed with real enthusiasm, energy and professionalism by the staff and everyone who works there is very engaging, knows and cares for the children, and gives them a lot of love. Their ability to constantly find new ways to entertain and teach them, and keep them active is really impressive."

"In winter not enough time is spent outdoors in my opinion. Communications from the nursery has improved but could still be better. Outside the room I would like to see staff names and photos. Staff have always been excellent and do a great job. "

"Overall very happy with service provided. Would like more outdoors activity/fresh air but that is easier in the summer (and well provided for then). Child too young too really be involved in giving views etc."

"We are quite happy, they take good care of the children. Staff are very approachable. They respect our wishes for example with food preferences. We are confident that our child is well cared for."

"Sometimes the feedback at the end of the day is a bit vague. We are always told our child has eaten all of her lunch/dinner but they always seems very hungry when they come in. I don't think they have enough staff to properly supervise mealtimes, so perhaps food is not making it from the plate to the tummy! Overall, though I'm happy with the service. Everyone is very friendly and our child is very settled there."

"We've been happy with how well our child settled in - she loves the nursery. Staff are consistently welcoming, friendly and enthusiastic, and they create a cosy, homely environment. Staff turnover is higher than ideal and sometimes staff cover the other nursery, but we're pleased there's strong, stable core group. Overall we're very pleased with the service and would recommend it to other parents."

"Not a good clean hygienic environment. Often too many kids and not enough staff to maintain the peace and good quality environment."

We discussed the issues raised in some of these comments with the management team and inspectors considered them during our inspection observations. Whilst we found that staffing levels were sufficient we

noted that at times within the day staff could have been more effective in their approach to supporting children. We were confident the service would consider these areas for improvement and will follow this up at the next inspection.

We considered the comment regarding the environment. We found the environment to be clean and hygienic during the inspection. However, we did discuss with the service that some areas of the environment looked tired and would benefit from being refreshed. The management team told us there were plans in place to carry out some redecoration in some areas. We were confident the service were in the process of doing this and we will follow up on this at the next inspection.

We were confident the service would consider the feedback provided by parents and use this to develop areas of the service.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These documents considered the strengths of the nursery and identified areas for improvement.

From this inspection we graded this service as:

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

What the service does well

Children were happy and confident in their play. Staff interactions were relaxed and kind meaning children were nurtured. Most staff knew children well and were familiar with their individual needs, preferences, and interests. This meant they were able to provide consistent and responsive care. A keyworker system was supporting young children to develop positive attachments.

Children had a variety of experiences that helped them stay healthy and active. During the inspection, younger children went out on local walks, whilst some older children took part in a 'Forrest Schools' session. These types of experiences promoted children's confidence and helped the development of new skills.

Children were learning how to promote their own health and wellbeing through daily routines such as tooth brushing and regular hand washing. Staff followed good hygiene practice thus providing children with positive role models whilst helping to minimise the risk and spread of infection.

Older children based in Old Coates House were achieving because experiences were planned based on their needs, interests, and ideas. Staff supported them to plan and reflect on their learning using mind maps, floorbooks and engaging conversations. Younger children were learning as they participated in a range of sensory experiences. Young babies experienced care and support that was right for them as staff followed their routines from home and developed experiences that met their individual stages of development.

Children were respected, included, and achieving as staff worked well with other professionals to ensure children received effective support when needed. Most staff could confidently assess children's needs and were aware of how to access and refer children to external agencies if they needed additional support.

The manager and depute manager worked closely with the staff team resulting in positive and supportive relationships. The management team were aware of the strengths within the service and areas for improvement. The service was making good progress in addressing the areas within their own improvement plan, which was helping to promote and maintain positive outcomes for children.

The service had an effective complaints procedure and we concluded the management team took a proactive response to dealing with and addressing any concerns. This included recently addressing concerns regarding cleaning issues and staff inductions. We saw evidence of parental communication that suggested any issues raised were swiftly addressed. This meant that children's rights were promoted and parent's views were respected.

What the service could do better

Within the Toddler room, some of the experiences and resources were not consistently interesting, motivating, and challenging enough for children. For example, some areas of the room were under resourced whilst others were cluttered with inappropriate items. The service should improve the resources and experiences provided so that children can experience a greater sense of wonder within this playroom. We were confident the service would consider this area for improvement. We will follow up on this at the next inspection.

Whilst the manager had carried out some monitoring visits within the playrooms, there were gaps in staff practice and knowledge, which at times limited some of the children's experiences. For example, there were missed opportunities to develop children's creativity during an art experience within the Tweenie room. Furthermore, in the Toddler room staff did not consistently sit with children at lunch and instead became task focused. This meant there were missed opportunities to develop the social experience of mealtimes. To ensure children have consistently fun, nurturing, and interesting experiences the manager and staff should continue to embed their approach to improvement. Staff should use best practice resources to develop children's experiences so they are consistently positive and meaningful. We were confident the service would consider this area for improvement. We will follow up on this at the next inspection.

The service gathered detailed information prior to children starting and it was clear from speaking to staff that most of them knew the children well. However, we identified potential gaps in some of children's personal plans because the information had not been updated for some time. The service should ensure personal plans are updated every six months or sooner if required. The service should develop a system to formally record when plans are updated with parents so that information remains consistent and meaningful. The service should ensure that as part of children's personal plans they have consistent procedures for the recording of medication. We signposted the service to the guidance 'Management of medication in daycare of children and childminding services'. We will follow up on children's personal plans at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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	
29 Mar 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
25 Feb 2015	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Mar 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
2 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Jun 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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