

## Care service inspection report

# Walker Street Nursery School

## Day Care of Children

17 Walker Street  
Edinburgh  
EH3 7NE

Inspected by: Frankie Lumsden

Geraldine Gallagher

Type of inspection: Unannounced

Inspection completed on: 14 March 2013



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	21
5 Summary of grades	22
6 Inspection and grading history	22

### Service provided by:

Early Days Nursery Ltd

### Service provider number:

SP2003002857

### Care service number:

CS2007156780

### Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

Staff are welcoming open and friendly and develop positive and caring relationships with children.

Staff are skilled in supporting and engaging children promoting their development and learning.

Children benefit from nutritious homemade meals and are encouraged to be adventurous and try new tastes.

The manager has a clear vision for the service and provides strong leadership for staff.

### What the service could do better

The Manager and staff had maintained the high quality of service observed at the last inspection and continued to evaluate practice to assess how they could further improve outcomes for children.

### What the service has done since the last inspection

The nursery continues to develop resources for children.

## **Conclusion**

Walker Street Nursery offers a caring and nurturing environment for children. Staff provide a range of engaging and stimulating play experiences that challenge and engage the children. Children were well supported to be involved in their own learning.

## **Who did this inspection**

Frankie Lumsden  
Geraldine Gallagher

# 1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS known as the Care Inspectorate.

The nursery is registered to care for a maximum of 30 children aged from three years to entry into primary school.

The nursery is located in part of a former dwelling house in the West End of Edinburgh and is open between 8.00 am and 6.30 pm Monday to Friday.

The Aims and Objectives of the nursery include the following:

"To develop the self esteem of each child in our care.

To ensure a safe, carefully planned environment for the children to play.

To provide learning opportunities appropriate to the child's individual needs which take

account of national guidelines.

To foster and develop an awareness and appreciation of other races and religions and promote equal opportunities and inclusion.

To cater for the development of the whole child, cognitive, emotional, moral, physical and social.

Through personal and professional development we aim to extend our knowledge and skills with the framework of an effective team.

To work in partnership with parents to fully support the child's care and learning."

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website

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## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We asked the nursery to submit a Self Assessment telling us how they met the quality indicators of the National Care standards early education and childcare which underpin this inspection.

We sent 15 Questionnaires to the nursery to distribute to parents. Six of these were returned.

We made an unannounced inspection for the nursery on 14 March 2013. During the inspection we gathered information for this report by:

- observing staff's interactions and practice with the children
- observing children in their play activities
- talking with the manger and staff about the service they deliver
- review of the playroom and play resources available to children
- review of outdoor provision and developments taking place
- examination of documents and policies relating to the Quality Themes of this inspection
- examination of the premises in relation to cleanliness, hygiene and maintenance.

### Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)



## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The nursery submitted a self assessment which identified how they met the quality statements of this inspection process. This was completed to a satisfactory standard and used to inform the inspection process.

## Taking the views of people using the care service into account

Children were confident in their relationships with staff and approached them for help with their activities when needed. They chatted to us about their play and we could see that they were fully involved and engaged and enjoying their time at nursery.

## Taking carers' views into account

We sent fifteen questionnaires to the nursery and six were returned to us. These were all highly supportive of the service provided by the nursery. Comments included:

"This nursery is fantastic. The staff and facilities are amazing and the range of activities is vast."

"My child is extremely happy to attend this nursery and loves all the activities. They are always out and about when the weather allows. He learns about a wide range of subjects and is always coming home and surprising me with something new he has learned."

"Meals and healthy and varied and well received by the children. Offering an evening meal in addition to lunch is a fantastic service and makes a huge difference to a family with full time working parents."

"My child has always been happy to attend this nursery, the staff are very good at helping him to learn at his pace and has built his confidence."

"I feel that my daughter's development has improved greatly since joining this nursery. The staff are excellent and the level of education is not only stimulating but has helped her confidence as well."

"Staff are friendly and caring. A lovely group of people doing a great job!"

"My son has received an outstanding education at this nursery. The staff are dedicated, always smiling and ready to help. The small size of the nursery has been perfect for my son, he feels right at home there."

"There is a strong emphasis on music and singing."

"Staff members are very caring and enthusiastic."

"All the staff are wonderful with the children and show genuine care."

"This nursery has incredible staff and they provide great care to all children."

Further comments are contained within the body of this report.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

There were very good systems in place to ensure that children and families were able to share their views and influence how the service was delivered.

Parents could speak informally with staff on a daily basis if they wished to share information or hear about their child's day.

Staff aimed to work in partnership with parents to ensure a consistent approach to their child's care. Parent's who returned our questionnaire told us that they felt staff were approachable. A parent provided a very good example of staff working in partnership with them and commented that this had enabled "significant improvements" in their child's development and progress.

The nursery had a range of approaches to gathering parent's views through individual meetings, workshops and social events. We saw an Improvement Plan questionnaire which had been distributed to parents focusing on areas such as literacy, numeracy and technology.

A display in the hall identified development areas for the nursery and parents were encouraged to complete slips telling staff how they felt developments were progressing. Parents views were taken into consideration when making adjustments or developments to the service.

Children's Personal Learning Plan folders were shared with parents as a basis for discussion about their child's progress. Parent's could share their views about support for their child and staff took this into account when drawing up support plans.

Staff's child-centred approach to practice enabled them to respond to children's care and support needs. During our visit we saw examples of staff listening to children, having discussions with them and providing support and guidance to help them in their activities.

Children's ideas and interests informed the experiences developed for them. Talking and Thinking Floorbooks provided a focus for discussion. These recorded very good examples of learning experiences developed from children's ideas and interests. This approach valued children's ideas and enabled staff to develop relevant and meaningful experiences to support children's learning. Floorbooks were shared with parents and provided a lively and colourful account of children's time in nursery.

Children came together at circle time every day and were encouraged to share their thoughts, ideas and observations with the group and staff.

### Areas for improvement

We spoke with the manager about developing questionnaires that gave parents an opportunity to comment on all aspects of their child's care. We suggested that information gathered should reflect the four Quality Themes of this inspection process. This would provide a broader range of information to inform development plans in the nursery. We informed the service about where they could see best practice in this area. See recommendation 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. We recommend that parents are provided with an opportunity to formally evaluate the nursery across the four Quality Themes of this Inspection process. Standard 13: Improving the Service - National Care Standards early education and childcare.

### Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

There was very good evidence to demonstrate how staff promoted children's health and overall wellbeing while at nursery.

Children were provided with a range of resources to support key aspects of development through play. They were fully engaged in activities of their choice and enjoying their time in nursery. We saw from the experiences recorded in the Talking and Thinking Floorbooks that staff provided a wide range of enjoyable activities to

promote children's development and learning.

Physical development was promoted through the well equipped outdoor area encouraging active play in the fresh air. Children enjoyed appropriate challenges such as the 'wobbly bridge' and they were jumping off the wooden 'toadstools'. Staff supported children by helping them to gain confidence in jumping and balancing. They encouraged children to wait their turn and acknowledged their achievements. Children used the wooden 'train' to develop imaginative play based on a story read to them in nursery. The equipment together with support from staff ensured that children gained a high level of enjoyment and satisfaction from their time outdoors.

Children's emotional development was encouraged through a range of approaches. A key worker system promoted open discussion between families and staff about the best ways to support their child. It was evident from the high quality of interactions we saw that staff knew children well and had a very good understanding of how to meet the needs of individual children in their care. Parents who returned our questionnaire thought highly of this aspect of the service.

Staff effectively promoted children's positive behaviour and encouraged the development of social skills. We saw examples of staff providing appropriate support to enable children to settle and move on. They encouraged children to be caring and considerate of others and supported the development of friendships. An example of this was a child offering help to a small group of children so that they could complete their activity.

Staff had developed a personal folder for each child. These recorded children's progress and identified next steps in supporting development and learning. They were shared with parents who could contribute their suggestions and ideas for supporting their child to achieve next steps.

Children were provided with nutritious homemade meals. The cook was trained in Diet and Nutrition and spoke enthusiastically about the service she provided. We saw from menus that tasty wholesome food such as baked potatoes with cheesy beans and cottage pie were prepared for the children's lunch and tea every day. Fresh fruit was provided at snack time. Children were involved in choosing and preparing snack and encouraged to try new food through tasting sessions. A parent told us in our questionnaires "The cook is fantastic and teaches children about nutrition." The cook spoke with parents about their child's nutritional needs and told us that she would cater for children with particular dietary needs.

Staff encouraged children to follow personal care routines such as washing their hands before eating and cleaning their teeth after a meal. The nursery followed guidelines promoted through the national tooth brushing scheme.

Staff worked in partnership with other agencies such as Health Visitors and

Educational Psychologists to support children with additional needs.

Staff attended Child Protection training in February 2013 and knew the process to follow if they had concerns about a child's welfare.

Infection Control procedures ensured that a clean and hygienic environment was maintained.

Parents told us in our questionnaires that they thought highly of the quality of care their child received. Comments included:

"Children are treated as individuals and the staff are flexible in their approach to each child."

"I am delighted with the staff in Walker Street and can tell that they genuinely care for all the children. I have no doubt that my child is well looked after and cared for."

From the above evidence we felt that management and staff were highly committed to providing each child with the care and support they need to promote their overall development and wellbeing.

### **Areas for improvement**

We spoke with the manager about developing the children's folders. We discussed how they were organised and the importance of including dates so that children's progress could be tracked effectively. The manager agreed to review folders with staff

We discussed the book areas with the manager. We saw that a wide range of books were stored in a separate room and management told us children could ask for these. However, we felt that there were not sufficient books provided in the rooms to stimulate engagement and that a few more, well displayed would increase children's interest in this area. See recommendation 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. We recommend that children are provided with sufficient books to stimulate interest and engagement. Standard 11: Access to Resources: National Care Standards early education and childcare.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

#### Service strengths

The systems identified under Quality Theme 1.1 enabled children and families to comment on the quality of service they received from the nursery.

#### Areas for improvement

The recommendation made under Quality Theme 1.1 also applies to this Quality Theme.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

We make sure that the environment is safe and service users are protected.

#### Service strengths

We found that the nursery was bright, clean, and well maintained. The playrooms were tidy and the hall area was welcoming for parents with attractive displays of children's work and achievements.

The layout and organisation of resources enabled children to move safely and freely through the playrooms. Continuous monitoring ensured that any adjustments needed to maintain children's safety, were made.

The following systems were in place:

- a secure entry system
- CCTV cameras in operation
- risk assessments for the indoor and outdoor areas and for outings with children

- visual checks made each day to ensure that equipment and environment safe for children
- appropriate cleaning procedures in place
- the outdoor area was securely fenced and well maintained.

A range of policies including Health and Safety, Administration of Medication and an Accident Policy were in place to support this aspect of practice.

Staff had attended a range of training such as First Aid, Food Hygiene and Infection Control to increase their knowledge in keeping children safe.

Children were included in looking after the nursery and in considering what kept them safe. For example, they had been encouraged to think about what kept them safe when on outings and their ideas were included in a risk assessment. Staff supported children to develop a road safety display and they had won an award from a road safety awareness raising campaign.

### **Areas for improvement**

The nursery had installed a 'home corner' for children which was accessed through an external door to the back garden. We thought this worked well for children. However, it was a cold day and this area was cold. We spoke with the manager and provider about this and they told us that they were currently working to ensure that it was effectively sealed from the weather.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0



## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service strengths

A range of systems were in place to enable children and families to comment on the quality of service they received. These are identified under Quality Theme 1.1.

#### Areas for improvement

The recommendation made under Quality Theme 1.1 also applies to this Quality Theme.

**Grade awarded for this statement:** 5 - Very Good

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

#### Service strengths

We found that staff were highly committed to providing a service that reflected best practice guidelines.

All staff were qualified or in the process of gaining qualifications to work with young children. Those that were eligible were registered with the professional registration bodies, Scottish Social Service's Council /GTC as appropriate.

An induction process was in place for new staff and took place over four weeks. Staff told us that they found this "really helpful" and that the manager was very supportive during this process.

We saw a range of examples which demonstrated that staff had the necessary skills to support key aspects of children's development and learning. Examples included successfully settling children, involving children in story telling and supporting their

play effectively both indoors and outdoors so that children gained the maximum enjoyment from their play and learning. All parents who returned our questionnaire reflected this view. They 'strongly agreed' with the statement "I am confident staff have the skills and experience to care for my child and support their development and learning."

From our observations and speaking with management and staff we found that practice reflected guidelines such as the National Care Standards early education and childcare which underpin this inspection process. Floorbooks evidenced that staff had a very good understanding of how to put the Curriculum for Excellence into practice. These recorded how staff had developed a range of play experiences to support children's development and learning.

Teamwork was effectively promoted through weekly team meetings, sharing new ideas and engaging staff in ongoing professional discussions related to the development and aims of the service. We saw these approaches encouraged well informed, professional practice where staff worked effectively together to promote quality outcomes for children.

Positive comments from parents in our questionnaire included "I am delighted with the staff in Walker Street and can tell that they genuinely care for all the children. I have no doubt that my child is well looked after and cared for and it's a pleasure to speak with the staff."

### **Areas for improvement**

The nursery intends to maintain these approaches and to continue to review practice to assess where further developments can be made.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service strengths

The systems described under quality statement 1.1 provided opportunities for children and families to comment on the service they received from the nursery.

#### Areas for improvement

The recommendation made under Quality Theme 1.1 also applies to this Quality Theme.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

#### Service strengths

We found that there were a range of quality assurance systems in place to support ongoing review and development of practice.

Parent's and children had opportunities to contribute their views and influence how the service was delivered through systems identified in Quality Statement 1.1.

The manager provided effective leadership for staff. She had a clear vision of how she wished to develop the nursery and from discussion it was evident that she was highly committed to continuous improvement within the service. Staff told us she had developed positive working relationships with them and they felt well supported in their work.

The nursery is in partnership with the Local Authority (LA) to deliver the Curriculum for Excellence to children aged 3 - 5 years. They are required to provide the LA with a

yearly development plan and a Quality Inspector visits the nursery to monitor progress. We saw their most recent report which indicated they were satisfied with the quality of the curriculum delivered to children.

The nursery used national guidelines to assess their work with children. Management had completed the Self Assessment required by the Care Inspectorate identifying how they met the quality indicators from the National Care Standards early education and childcare which underpin this inspection. They also used 'The Child at the Centre 2' to review their practice. These frameworks enabled management and staff to assess their work against nationally agreed quality standards to identify improvements.

The manager reviewed practice with individual members of staff every three months. Staff told us this was a supportive process where they had the opportunity to talk about their work, share ideas and identify areas for further development. Staff were encouraged to attend training that met their development needs. This process of continual evaluation strongly contributed to the quality assurance processes within the nursery.

Staff were allocated 'champion' roles in areas such as development of technology. This system enabled individual members of staff to develop their knowledge and support the nursery in developing these areas.

The manager described a new initiative where experienced staff were to act as mentors to support new staff. We felt this was a positive development and would further increase staff's confidence and professionalism in promoting positive outcomes for children.

The above quality assurance processes enabled ongoing review and adjustment to practice ensuring that the nursery maintained high quality outcomes for children and their families.

### **Areas for improvement**

The nursery intends to continue with these quality assurance systems. They had identified key priorities to ensure ongoing development of practice throughout the year.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

No additional information.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
11 Mar 2010	Announced	Care and support 6 - Excellent Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
11 Feb 2009	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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