

# Care service inspection report

## Waterfront Nurseries

### Day Care of Children

350 West Granton Road  
Edinburgh  
EH5 1QE

Inspected by: Joanne Shaw

Sonia Priest

Type of inspection: Unannounced

Inspection completed on: 22 August 2013



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	14
4 Other information	35
5 Summary of grades	36
6 Inspection and grading history	36

### **Service provided by:**

Waterfront Nurseries

### **Service provider number:**

SP2006008422

### **Care service number:**

CS2006128483

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

Joanne Shaw

Telephone 0131 653 4100

Email [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

## 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	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

Waterfront Nurseries offers a friendly, caring environment for the children. Positive relationships have been developed between staff and parents. Parents were able to access information about the service through the nursery's website. Parents were regularly consulted about their views on the nursery. These were valued by staff and used to influence the development of the service. This was confirmed through observation, discussion and information gathered as part of the inspection process.

### What the service could do better

Waterfront Nurseries should address the areas for improvement and requirements made in this report to help ensure the continual development of the service and positive outcomes for children.

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

Since the last inspection the manager has returned to her post following maternity leave. The Acting Manager has returned to her role as Senior Nursery Practitioner and is currently taking on the role of Quality Assurance Practitioner.

### Conclusion

Waterfront Nurseries is welcoming and friendly. There are systems in place to give families an opportunity to give their views about the service and for the service to

gather relevant information about the children from their parents. The Manager and Quality Assurance Practitioner were committed to continue to improve upon the service with the staff team and address the issues identified in the report.

### **Who did this inspection**

Joanne Shaw

Sonia Priest

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

\* A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

\* A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulation, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Care Inspectorate.

Waterfront Nurseries is situated in a purpose built building within the grounds of Edinburgh College in the Granton area of Edinburgh. The service is provided by Edinburgh College with some places used by parents who attend the college and staff. The nursery is on two floors with eight playrooms which have toilets and sleep rooms attached and a kitchen on each floor. There is a reception area and family room on the ground floor and a staff room and office space on the first floor.

The nursery is registered to provide care to a maximum of 135 children between the ages of birth to school entry. The operating times are between the hours of 8.00am to 6.00pm, Monday to Friday.

The aims and objectives of the service include the following:

'We aim to:

- \* Offer a secure and stimulating environment where each child is valued as an individual.
- \* Encourage positive attitudes and respect for other cultures and religions.
- \* Work in partnership with parents.
- \* Develop links with the local community.
- \* Offer staff members the opportunity for further training and development.

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

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 4 - Good**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - Grade 4 - 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 [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 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 wrote this report following an unannounced inspection which took place on Thursday 1 August 2013 between the hours of 9.30am and 4.15pm and on Friday 2 August 2013 between the hours of 9.05am and 3.15pm. We returned on Thursday 22 August 2013 between the hours of 9.00am and 2.40pm to conclude the inspection and meet with the Manager and Quality Assurance Practitioner to inform them of our findings and the grades to be awarded.

The inspection was carried out by Care Inspectorate Inspectors, Joanne Shaw and Sonia Priest.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 50 Care Inspectorate care standards questionnaires to the service to distribute to parents. Parents returned 26 completed questionnaires before the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We looked at:

- \* the service's certificate of registration
- \* children's Personal Learning Plans (PLPs)
- \* risk assessments
- \* records of children's attendance
- \* newsletters
- \* the service's annual return
- \* the service's policies and procedures
- \* medication recording system
- \* accidents/incidents recording system
- \* the service's Standard, Quality and Improvement Plan (SQIP),
- \* Nursery leaflet
- \* the service's public liabilities insurance certificate

- \* staff's training records
- \* staff rotas
- \* planning sheets and evaluations
- \* minutes of meetings
- \* the service's questionnaires for parents.

We observed:

- \* staff's interaction with the children
- \* the equipment, toys and environment.

We spoke with:

- \* The Manager
- \* The Quality Assurance Practitioner
- \* Senior Nursery Practitioners
- \* Staff
- \* Children
- \* Staff from Edinburgh Colleges' Human Resources Department.

All of the above information was taken into account and reported on under the relevant Quality Themes and Statements within this report.

### **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)

## What the service has done to meet any recommendations we made at our last inspection

Two recommendations were made at the previous inspection.

1. The service should consider how they can better inform parents about how they use children's views to inform planning of activities.

National Care Standards early education and childcare up to the age of 16  
Standard 13: Improving the service.

The service informs parents of planned activities and how staff have used the views and opinions of children in newsletters. Therefore this recommendation has been met.

2. The nursery should continue to look for opportunities where parents could have been further involved in the recruitment of staff. For example, children and parents could have been consulted to identify what skills and qualities they would like in staff or asking parents to sit on the recruitment panel.

National Care Standards early education and childcare up to the age of 16  
Standard 13: Improving the service.

A parents forum is now in place and parents and children are consulted to identify the qualities and skills of new staff. Therefore this recommendation has been met.

## 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 Care Inspectorate received a fully completed self assessment from the service. We were satisfied with the way they completed this and with the relevant information included for each heading we grade services under.

The service identified what they thought they did well, some areas for development and any changes they had planned. They told us how the people who used the care service had taken part in the self assessment process. Their grades and information provided did not match our assessment of the service.

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

We observed children to be happy and confident during their play and engagement with the activities on offer. They were happy to chat with us to tell us about the activities they were engaged with. Staff supported the children and encouraged them to be independent. The children were too young to give a detailed opinion but those we spoke with told us that they enjoyed being at the nursery. Older children proudly showed us their personal learning profiles (PLPs).

### **Taking carers' views into account**

A review of the 26 returned Care Inspectorate care standards questionnaires indicated that 19 parents 'strongly agreed' and 6 'agreed' with the following statement:

\* Overall, I am happy with the quality of care my child receives in this service.

One parent disagreed with this statement.

A parent wrote comments about concerns they had on the questionnaire instead of ticking a box for some of the questions. These were discussed during feedback with the manager and quality assurance practitioner who, who agreed to take this information forward.

Further information received from the questionnaires has been included in this report as appropriate.

We received the following written comments:

'The Waterfront Nursery consistently provides a high quality of childcare and I feel confident in the staff's ability and talents. They involve parents by having a parent's forum, parent's evenings and a folder about each child's development. The building and outside space is purpose-built, high quality and used regularly. The children in each class are well-behaved, happy and there is a positive ethos of learning and play. I would recommend this service.'

'My son has built very good relations with his nursery teachers. His speech has improved dramatically over the past 6 months and feel the staff had a very big part to play in his development. He loves attending nursery and never wants to leave when

it's home time. The nursery have provided an A+ service in all aspects of my son's care and development. He will be really sad to leave.'

'I am quite happy with the service that this nursery provides. My only concerns are the food provided to the children because I don't think it's very healthy (e.g. Pom-bears bag as a snack). I feel as well that he is not learning new things at all and he is a bit stuck in his development. Everything else is perfect.'

'The nursery's strongest point is its competent staff; I trust that they have the skills and experience to care for small children and babies and they take the responsibility seriously. Warm and caring environment, my child always cries on separation but there's always somebody to give him a hug. I do sometime worry about the use of agency staff but this is probably inevitable. Great facilities - purpose-built so very safe and well designed. Food is generally good and the nursery has started providing toddlers with breakfast and afternoon soup (in addition to afternoon snack), this is very convenient for parents. I feel that some snacks are too salty but staff are really accommodating with requests for food to be omitted. Communication good in general - and very good from nursery management. Room changes could benefit from a formal procedure - we found going from XX (room) to XX (room) difficult.'

'Very happy with the care and services at the Waterfront Nursery.'

'My daughter has had a wonderful time at Waterfront Nursery. There are many different activities on offer and they are regularly exercising in the fresh air. The only slight negative comment I have is that the agency staff aren't very communicative with parents. The regular permanent staff are very good at informing you every day of what your child has been doing and eating. The agency staff are very timid and I sometimes wonder if they even know who my daughter is. It would be really good if the agency staff could receive some training in communicating with parents. That is the only slight downfall, everything else has been superb.'

'Very happy about the baby's room and ante pre-school. Pre school, too many kids in one room, ladies chat with others and spend less time with kids (toddler's room). Am really worried about juniors room - some of the teachers shouldn't be teachers they are too nervous. But pre school and ante pre school room - staff very friendly, helpful and I am always informed what my son had been doing at nursery, he loves them! The food is very poor, dry potatoes, despite the menu with options, there is only one meal even if children do not eat them.'

'My child is well looked after and receives the best care being in the Waterfront Nursery.'

'The staff in the juniors and ante pre school rooms are excellent. They are warm and caring with the children and have supported my child's development beyond my expectations, especially with toilet training and giving up a dummy. I was impressed

with the 'planets' project in ante pre school and the scale, detail and enthusiasm of the children for it.'

'The staff know my daughter well and they are always professional and keep me up to date. I like the information boards detailing the staff shifts and if there are any agency staff that day and showing their name (and photo sometimes too). I went along to a first aid session organised by the nursery which I found very informative. I would not hesitate to recommend this nursery to friends. My daughter is very happy there.'

'Overall, we are happy with the level of care out child receives. The main issue is communication or lack thereof. Fairly important things like changes in key workers aren't communicated properly and other information is often received late or not at all.'

## 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: 4 - 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

Waterfront Nurseries had very good systems in place to ensure that service users and carers were involved in assessing and improving the quality of care and support provided by them. These included having:

- \* a Standards and Quality Improvement Plan (SQIP) which outlined plans for the year and what had been achieved in the previous year.
- \* planning sheets were displayed to inform parents about topics and activities.
- \* a nursery website for parents with information related to the different playrooms.
- \* parents could have access their child's 'Personal Learning Plans' (PLPs).
- \* regular newsletters which included information about the nursery for parent, dates for your diary and information on how parents could comment on the service.
- \* informal daily exchange of information at the beginning and end of the session which gives a link to the child's care between home and the nursery.
- \* parent evenings to discuss children's progress, next steps in their learning and development and to review their care needs.
- \* two stars and a wish questionnaires asking for parent's views about the nursery and with feedback shared with parents.
- \* a 'Survey Monkey' - online questionnaire was used to gather more detailed information about the service from parents and feedback results were given to parents as a display.
- \* a Parents forum with regular meeting which were minuted with items discussed and actions to be taken.
- \* notice boards throughout the nursery which included information about staff, the nursery and the local community.
- \* a suggestion/comments box at reception for parents.

- \* text alerts to allow parents to receive information about the nursery.
- \* holding open days for parents to find out more about the nursery and the activities they offer.
- \* formal and informal meetings between staff and parents.

In addition there were photographs and displays which were used to keep parents fully informed of plans, events and information about what was happening in the nursery.

Parents were able to visit the nursery with their child before they began and receive information about the nursery. There was settling in processes in place and staff worked with families to help ensure their child was happy and settled in their care.

Staff welcomed children and their parents as they arrived at nursery and parents could speak with staff in confidence about their child and/or any concerns they might have. We saw that an informative and supportive relationship had been built between them which helped parents to be kept fully informed about their child.

The 26 completed Care Inspectorate care standard questionnaires indicated that parents 'agreed' with the following statement:

- \* My child and I were able to visit the service before starting to use it.
- \* I received clear information about the service before my child started using it.

Staff used different methods to support children to give their views. These included the following:

- \* discussions with staff,
- \* mind mapping, to give children an opportunity to share their ideas and suggestions during the planning process of activities,
- \* circle time,
- \* observations by staff which then informed planning.

The 26 completed Care Inspectorate care standard questionnaires indicated that 20 parents 'strongly agreed' and 5 'agreed' with the following statement:

- \* I am kept informed about what is happening in the service, for example through newsletters and information boards.

### **Areas for improvement**

In their self assessment form the service identified that they planned to encourage more parents to participate in the Parents forum and also the self-evaluation process.

One parent 'disagreed' with the following statement:

\* I am kept informed about what is happening in the service, for example through newsletters and information boards.

The above feedback was discussed with the manager and quality assurance practitioner who agreed to take action.

Some of the information displayed on notice boards was out of date and no longer relevant. We discussed this with the manager and quality assurance practitioner who said they would rectify this and put systems into place to ensure information was updated as required. Further information about this can be found in Quality Theme four, Statement four.

We discussed with the manager and quality assurance practitioner that the nursery should put systems into place to allow parents to contribute in their child's Personal Learning Plan (PLP). This would allow parents to share in their child's progress and achievements and support them with their development. We will follow this up at the next inspection.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

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

### Service strengths

Waterfront Nurseries had adequate systems in place to ensure that service user's health and wellbeing needs were met. There were policies and procedures in place such as infection control, health and safety and healthy eating. These informed staff practice.

Staff were kind and caring towards the children. They were knowledgeable about their care needs and stage of development. Children with specific needs had care plans in place with information from other professionals. This helped staff to plan for and meet the children's individual needs.

Settle packs were used to gather information about children before they started at the nursery and used to share information with parents. A checklist was used to ensure staff recorded all the required information.

Staff used best practice documents Pre Birth to Three and the Curriculum for Excellence to inform their planning for children dependent on their age and stage of development. Staff also took children's interests, views and observations of them into account. Mind maps were used to find out what children already knew about a topic.

Each child had a Personal Learning Plan (PLP) which contained records of their learning and development, examples of artwork, observations, summative reports and routine sheets.

Younger children had 'all about me' books which contained photographs of them and their family. The children enjoyed looking at them and staff told us they used them to help comfort children who were upset. This helped staff and parents to build a link between home and the nursery for the children.

Playrooms came together at mealtimes to help make these a social occasions for the children. Meals for the children were prepared by cooks from Edinburgh College and brought over to the nursery in heated units. Menus were displayed to inform parents and were on a two week rota with different menus for Autumn/Winter and Spring/Summer. Staff were knowledgeable about any children with dietary requirements. Meals for babies were supplied by parents. Healthy snacks were prepared by nursery staff. On the day of the inspection lunch was macaroni and cheese with carrots followed by a chocolate cookie. Children were offered water to drink throughout the day.

Children took part in a toothbrushing programme and were supported by staff whilst they cleaned their teeth. This was in accordance with the Child Smile Guidance

---

'National Standards for Nursery and School Toothbrushing Programme'.

Quiet areas were used for children who wished to look at books and allowed them to have an opportunity to rest if needed. Younger children slept in cots or on mats and were monitored by staff. A recording system was in place to demonstrate when this had been carried out.

Evidence recorded in Quality Theme one, Statement one also applies to this statement.

The 26 completed Care Inspectorate care standard questionnaires indicated that 25 parents either 'strongly agreed' or 'agreed' with the following statements:

- \* My child regularly gets fresh air and energetic physical play.
- \* My child has the opportunity to sleep or rest when they need to.

Twenty two parents indicated either 'strongly agree' or 'agree' and one indicated 'don't know' to the following statement:

- \* The service provides a healthy and well-balanced diet which meets my child's dietary and cultural needs.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned to develop:

- \* the garden to provide a more user-friendly environment,
- \* a sun screen policy.

One parent 'disagreed' and two 'strongly disagreed' with the following statement:

- \* The service provides a healthy and well-balanced diet which meets my child's dietary and cultural needs.

Eight parents 'disagreed' with the following statement:

- \* Staff have worked with me and my child to develop an individual education and support programme for my child.

Three parents 'disagreed' with the following statement:

- \* Staff regularly assess my child's learning and development and use this to plan their next steps.

Two parents 'disagreed' with the following statement:

\* Staff share information about my child's learning and development with me and, where appropriate, my child.

One parent 'disagreed' with the following statements:

- \* My child can experience and choose from a balanced range of activities.
- \* The service makes good use of resources in the community, for example the library and parks.

The above feedback was discussed with the manager and quality assurance practitioner who agreed to take action.

One parent wrote comments about concerns they had regarding staff in a specific playroom in connection with the following statements:

- \* The service makes good use of resources in the community, for example the library and parks.
- \* My child regularly gets fresh air and energetic physical play.

These concerns were raised with the manager and quality assurance practitioner who will discuss them with staff so that action can be taken.

Children's PLPs contained observations carried out by staff which had not been evaluated and their next steps for learning had not been identified. Also, some PLPs had not had 'I can' statements completed since February 2013. We made a recommendation about this. See Recommendation one.

We discussed with the management team that there was not an opportunity for parents to comment on their child's PLP to allow them to be involved in their child's learning and development. Also, some children's PLPs were not in their room or were stored in areas which were not accessible to parents such as the kitchen. We have made a recommendation about this. See Recommendation two.

Staff complete forms when children moved to other rooms within the nursery which shared information about the child with the new playroom staff, such as likes, dislikes, routines and care needs. They also completed a checklist to ensure all relevant information was passed on and a summative report of the child's achievements. However, staff in the ante pre school room only used a tick sheet which did not include information about the child's achievements or personality. We were told that this was by the request of the teacher in the pre school room. We discussed this with the management team who agreed to take action on this. We will follow it up at the next inspection.

The layout and number of children in the pre school playroom meant children could not move around freely. We discussed with the management team that the children

would benefit from a review of the furniture and activities in the room and how this could be managed. We will follow this up at the next inspection.

We found a lack of core resources in some of the playrooms and some resources which were not appropriate for the age and stage of development of the children. This included having no sand and water play available, jigsaws which were very young for the children, limited resources and sink bowls missing in the home corners and a writing areas with no paper. We made a recommendation about this. See Recommendation three.

An infection control policy was in place which staff were aware of. However on the two days of the inspection we found that this policy was not being followed as during the inspection we observed:

- \* staff wearing protective aprons when changing children but not changing them for each child.
- \* staff changing children's nappies wearing only one protective glove,
- \* bins in the playrooms had lids which needed to be opened by hand and therefore did not meet with latest infection control guidance,
- \* resources in the playrooms which were not clean, especially dolls, soft furnishings and tables.

We have made a requirement about this. See Requirement one.

Lunch was a very busy time for staff. We observed the experience which raised the following concerns:

- \* children not being given appropriate time to eat their meal,
- \* staff being focused on the task of serving the food which meant that not enough staff sat with the children and engaged with them,
- \* a child eating another child's food which was then taken from them by a member of staff and put in the bin with no discussion with the child,
- \* plates not being used for the pudding but placed on the table,
- \* the meal which was served was different to menu displayed for parents.

We discussed these concerns with the management team and have made a recommendation about this. See Recommendation four.

The nursery had a medication policy and a recording system which staff spoken with were aware of. However, we found that the recording forms were not always fully completed by staff as to the reason the medication was prescribed and some forms had not always signed by parents. We also found some medication kept in the nursery had expired. We made a recommendation about this. See Recommendation five.

---

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 5

## Requirements

1. The provider must ensure:-

- a) that all staff are aware of the nursery's infection control policy,
- b) that the infection control policy includes details regarding what methods are in place to monitor and review infection control procedure,
- c) ensure that a documented system is in place to monitor and record that the infection control procedures are understood and applied by staff in their daily practice.

This should include the action staff must take if they have any concerns about the cleanliness or the safety of any toys or equipment. This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/ SSI210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15(a) and (b) Staffing and refers to best practice guidance from Health Protection Scotland, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) March 2011.

Timescale: By 25 October 2013.

## Recommendations

1. The Manager should monitor the completion of children's folders to help ensure they are recording the children's development and identifying their next steps for learning. This should be carried out in line with the appropriate good practice guidance such as 'Curriculum for Excellence' or 'Pre Birth to Three - Positive outcomes for Scotland's Children and Families'.

National Care Standards early education and childcare up to the age of 16  
Standard 6: Support and development.

2. The Manager should ensure parents have an opportunity to comment on their child's learning and development within their PLPs. The PLPs should also be accessible to parents within their child's playroom.

National Care Standards early education and childcare up to the age of 16  
Standard 4: Engaging with children  
Standard 6: Support and development.

3. The Manager should ensure that:

- \* core activities are available for children daily,
- \* there are sufficient resources available,

- \* resources are displayed attractively and allow children to access them,
- \* activities and resources meet the age and stage of development of the children.

National Care Standards early education and childcare up to the age of 16  
Standard 5: Quality of experience.

4. The Manager should monitor the lunchtime experience for children to ensure staff meet each individual child's care needs and that it is a sociable experience for children. They should also ensure that parents are made aware of potential changes to menus.

National Care Standards early education and childcare up to the age of 16  
Standard 5: Quality of experience  
Standard 6: Support and development.

5. The Manager should ensure that recording forms used for the administration of medication are fully completed and signed by parents. They should also ensure that a system is in place to monitor when medication is due to expire to allow staff to inform parents that medication need to be renewed. This is in line with the good practice document 'Medication in Daycare and Childminding Services'.

National Care Standards early education and childcare up to the age of 16  
Standard 3: Health and wellbeing  
Standard 14: Well-managed service.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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 strengths under Quality Theme one, Statement one also apply to this statement.

### Areas for improvement

In their self assessment form the service identified that they planned to encourage more parental participation in the completion of their self assessment and also the Parents forum.

The comments made under areas for improvement in Quality Theme one Statement one also apply to this Quality Statement.

**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 adequate evidence to demonstrate that the service made sure that the environment was safe and service users were protected. There were various policies and procedures in place such as health and safety, child protection and risk assessment.

The playrooms were light, suitably heated and ventilated. They appeared to be in an acceptable state of repair. Maintenance issues were reported to Edinburgh College by e-mail and there was a dedicated department who dealt with these. Staff told us they were aware of how to report any maintenance issues. This showed a commitment to the upkeep of the building and resources.

Cleaners employed by Edinburgh College cleaned the nursery daily. Staff were responsible for cleaning the equipment and toys.

The reception area and entrance were bright and welcoming. They were clear of clutter which allowed safe entry and exit. A secure entry system was in place at the entrance to the nursery. Parents and staff used a keypad to gain access to the building. Visitors were given access by a buzzer system and had to report to reception before being given access to the nursery by staff. They were asked to sign in and out by completing the 'visitors' book'. These helped to ensure children were kept safe and staff knew who was in the building.

Resources were stored in the playrooms and in storage cupboards. They were used appropriately by children who were encouraged by staff to tidy up when they had finished using them. Children could move between the activities and make choices which helped to promote their independence.

The outdoor areas were safe and secure and children had regular access to these. During the inspection we observed children making good use of the outdoor play activities and resources with staff support.

The 26 completed Care Inspectorate care standard questionnaires indicated that 25 parents either 'strongly agreed' or 'agreed' with the following statements:

- \* The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- \* There is enough space for the children to play and get involved in a range of activities.
- \* The service has a suitable range of equipment, toys and materials for the children.

### Areas for improvement

Through the service's self assessment form they told us that they planned to involve children within the working groups to encourage them to be actively involved in the development and care of the outside area.

One parent 'disagreed' with the following statements:

- \* The staff ask for my child's views about the activities and outings and use them to plan future activities.
- \* There is enough space for the children to play and get involved in a range of activities.
- \* The service has a suitable range of equipment, toys and materials for the children.

The above feedback was discussed with the manager and quality assurance practitioner who agreed to take action.

One parent indicated both 'agree' and 'disagree' with the following statements:

- \* The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

On the first day of the inspection we found that the nursery's cleaning policies and procedures were not being followed. Staff were responsible for the cleaning of resources and equipment and cleaners were employed by Edinburgh College for all other cleaning. However, we observed:

- \* skirting boards, doors, radiators and window sills throughout the nursery were dirty,
- \* the Perspex windows in the cots were marked during use,
- \* the fridges and work surfaces in kitchens were not clean,
- \* resources and furniture in some playrooms were dirty,
- \* the fish tank in the pre school playroom was dirty and had not been cleaned in line with nursery procedures,
- \* staff toilets on the first floor did not have paper towels for drying hands nor did one of the children's toilets,
- \* nappy changing areas were dirty and we found a dirty toilet seat beside hand washing sink, no aprons for staff to wear, toilet checks not completed, nappies exposed and not in sealed containers and nappy changing areas and changing mats were dirty.

We highlighted these issues at the time of the inspection and again with the management team when we returned to complete the inspection on 22 August 2013. We have made a requirement about this. See Requirement one.

The nursery had a risk assessment document for the whole nursery and one for the outdoor area. We discussed with the management team that risk assessments should

be carried out per area as during the inspection we found the following:

- \* no fire blanket in the ante pre school kitchen area,
- \* sharp knives, a screwdriver and cleaning products left out in the unused pre school playroom which children could access as the door to the room was left open and the gate to the kitchen area was not secure,
- \* tables with sharp corners which did not have corner cushions attached,
- \* the doors on the first floor which led to the playrooms did not close properly.

We made a recommendation about this. See Recommendation one.

The nursery had an accident and incident recording system which informed parents about what had happened to their child and actions taken by staff. We observed that there were a number of accidents caused by trips or falling due to the children running. We asked the management team how the system was monitored by them to ensure the safety of the children and staff. We have made a requirement about this. See Requirement one in Quality Theme four, Statement four.

The nursery's Public Liability Insurance certificate was displayed to inform parents. However, this had expired on 31 July 2013 and was displayed beside the nursery's Certificate of Registration from the previous regulatory body. These were replaced with up to date certificates when we returned on 22 August 2013.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 1

### Requirements

1. The provider must ensure that there are comprehensive cleaning systems in place. There must be clear instructions for all staff, which are appropriate to their role, which include the care and cleaning of the nursery environment and equipment.

This should include the action staff must take if they have any concerns about the cleanliness or the safety of any toys or equipment. This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/ SSI210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15(a) and (b) Staffing.

Timescale: 25 October 2013.

### Recommendations

1. The manager should ensure staff carry out risk assessments of all the areas used by the nursery. They should be aware of potential hazards and the actions required

to minimise the risk to children are followed at all times.

National Care Standards early education and childcare up to the age of 16

Standard 2: A safe environment.

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

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

### Service strengths

The strengths under Quality Theme one, Statement one also apply to this statement.

### Areas for improvement

In their self assessment form the service identified that they planned to further encourage participation in the Parents forum.

The comments made under areas for improvement in Quality Theme one Statement one also apply to this Quality Statement.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

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

### Service strengths

Waterfront Nurseries had adequate systems in place to ensure they had a professional, trained and motivated workforce which operated to National Care Standards (NCS), legislation and best practice.

The nursery used Edinburgh College's policies and procedures to support this statement. These included whistleblowing and recruitment and selection.

Photographs of staff members along with their name were displayed at the entrance of the building and also outside each playroom. This helped to ensure parents knew who was taking care of their children.

There was an induction policy in place and staff described the nursery's induction process they had taken part in. They also told us that they had received an induction from Edinburgh College's Human Resources department.

The majority of staff had the necessary childcare qualifications for the positions they held which helped to ensure they had the skills and experience to meet the children's needs. Staff, which were required to, were registered with the Scottish Social Services Council (SSSC) or the General Teaching Council for Scotland (GTCS). The SSSC are the body who regulate care staff and decide on the level of qualification for each post. The GTCS is the body for registered teachers in Scotland.

Full staff meetings were held each term and this was where all aspects of the nursery and planning of activities were discussed. Minutes were taken of the meetings which helped to ensure staff who could not attend were kept informed of any issues, information or new ideas regarding the nursery. Senior staff meetings were held weekly and were informal with topics discussed recorded in a notepad.

A staff development and review process was in place. Senior staff had a different type of appraisal to other staff in the playrooms. Both identified staff's training needs and their work practice was discussed. Staff also had 1:1 supervision with senior staff from their playroom.

Each member of staff was responsible for recording the training they had attended. Staff told us that they were given opportunities to attend training and that they regularly received in-house training on topics such as, the Curriculum for Excellence and Creating a Positive Nursery.

The 26 completed Care Inspectorate care standard questionnaires indicated that 25

---

parents either 'strongly agreed' or 'agreed' with the following statements:

- \* I am confident that the staff have the skills and experience to care for my child and support their learning and development.
- \* My child appears happy and confident with the staff.
- \* I am confident that the staff will protect my child from harm, abuse, bullying and neglect.

All 26 parents indicated either 'strongly agreed' or 'agreed' with the following statement:

- \* The staff treat my child fairly and with respect.

### **Areas for improvement**

Through the service's self assessment form they told us that they planned:

- \* to continue to review their policies and procedures,
- \* in-house training on Pre-birth to three.

One parent 'disagreed' with the following statements:

- \* I am confident that there are always enough staff in the service to provide a good quality of care.

The above feedback was discussed with the manager and quality assurance practitioner who agreed to take action.

One parent wrote comments regarding concerns they had about staff in connection with the following statements:

- \* I am confident that the staff have the skills and experience to care for my child and support their learning and development.
- \* My child appears happy and confident with the staff.

These concerns were raised with the manager and quality assurance practitioner who will discuss them with staff so that action can be taken.

Recruitment of staff was the responsibility of the Human Resources (HR) department of Edinburgh College. The manager of the nursery had limited input into the process and had to apply to them for any vacant posts to be advertised. HR were responsible for vetting application forms, setting up interviews and carrying out all post interview checks for the successful candidate. This included Protecting Vulnerable Group Scheme (PVG) disclosure checks, requesting references and checking qualifications. The management team at the nursery carried out the interviews with prospective candidates and informed HR of the successful person. HR told us that if references

were not returned by nominated referees they did not follow up on them. HR also confirmed that staff could start employment at the nursery before PVG check results had been received. We viewed some staff files and found that not all references were returned. We discussed safer recruitment legislation with them.

The management team confirmed they did not receive information about references from HR which meant that they were unaware of any issues raised by previous employers such as continual lateness or long-term absences due to sickness. The manager also informed us that any staff whose PVG disclosure check information had not been received a risk assessment was carried out. This meant that the new employee was not left alone with children and did not carry out children's personal care needs. We have made a requirement about this. See Requirement one.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 0

### Requirements

1. The provider must ensure that at least two references are taken up and retained on file for each newly appointed member of staff. A reference from the most recent employer must always be obtained. The provider must be able to evidence that references have been signed and dated properly (including by electronic means). The provider must ensure that safer recruitment best practice is followed and staff do not start employment until satisfactory Protecting Vulnerable Group Scheme (PVG) information is received.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/SSI 210 Regulation 9(2)(b) - a requirement to ensure that staff have the qualifications, skills and experience necessary for the work they are to perform.

Timescale: Before a new member of staff is employed.

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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 strengths under Quality Theme one, Statement one also apply to this statement.

### Areas for improvement

In their self assessment form the service identified that they planned to continue with parent participation within the Parents forum.

The comments made under areas for improvement in Quality Theme one Statement one also apply to this Quality Statement.

**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

Waterfront Nurseries had adequate systems in place to demonstrate that they used quality assurance systems and processes which involved service users, carers, staff and stakeholder to assess the quality of service they provide.

The management team described the quality assurance processes used by them to maintain and improve the service. These included:

- \* peer assessment of work practice in the playrooms,
- \* best practice meetings where different areas of the playrooms were evaluated by staff,
- \* playrooms being monitored by senior staff and the management team,
- \* evaluating the nursery's Standard, Quality and Improvement Plan (SQIP) to show the progress of the identified priorities,
- \* regular monthly staff meetings and management meetings which were recorded,
- \* self-evaluation carried out by staff using best practice documents such as Child at the Centre II which was discussed at staff meetings.

The nursery was supported by a Quality Improvement Officer (QIO) from the City of Edinburgh's Children and Families department. The QIO offered support and advice to staff in the delivery of the pre school curriculum.

Evidence recorded in Quality Theme one, Statement one may also apply to this statement.

The 26 completed care standard questionnaires indicated that 19 parents 'strongly agreed' and 6 'agreed' with the following statement:

- \* The service has involved me in developing the service, for example asking for ideas and feedback.

### Areas for improvement

Through the service's self assessment form they told us that they planned to consult with the College's senior management on quality assurance systems and processes.

One parent 'disagreed' with the following statement:

- \* The service has involved me in developing the service, for example asking for ideas and feedback.

The above feedback was discussed with the manager and quality assurance

practitioner who agreed to take action.

The management team informed us about the systems detailed above which were in place to monitor work practice and the safety and cleanliness of the playrooms. We discussed with them that we found these systems were not being used appropriately due to the concerns we found during the inspection process. These are detailed in Quality Theme one, Statement three and Quality Theme two, Statement two of this report. We were also concerned that issues identified on the first day of the inspection were found not to have been rectified by the time we returned on 22 August 2013. We have made a requirement about this. See Requirement one.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 0

### Requirements

1. To meet this requirement the provider must put in place systems to monitor work practice and the safety and cleanliness of the playrooms. This must include systems to monitor and evaluate risk assessments, cleaning, resources and accidents and incidents to ensure the health and wellbeing of children.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/SSI 210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale: 31 October 2013.

## 4 Other information

### Complaints

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

You can find information about complaints that have been upheld or partially upheld on our website [www.careinspectorate.com](http://www.careinspectorate.com).

### Enforcements

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

### Additional Information

Not applicable.

### 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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

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

## 6 Inspection and grading history

Date	Type	Gradings	
5 Mar 2012	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
15 Dec 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
25 Mar 2009	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

---

--	--	--

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

### To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: [www.careinspectorate.com](http://www.careinspectorate.com) or by telephoning 0845 600 9527.

### Translations and alternative formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم اذه

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.

Telephone: 0845 600 9527

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

Web: [www.careinspectorate.com](http://www.careinspectorate.com)