

Care service inspection report

Full inspection

Greenbank Pre-school Day Care of Children

Greenbank Church
Braidburn Terrace
Edinburgh



HAPPY TO TRANSLATE

Service provided by: The Church Board Of Greenbank Church

Service provider number: SP2003003135

Care service number: CS2003013360

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care 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 at Greenbank Pre-school have continued to develop good relationships with parents which has resulted in positive outcomes for children.

The playroom provided children with a learning environment that allowed them to be creative in their play. Children were given a varied choice of stimulating activities to promote their overall development.

Staff were professional and knowledgeable about their role in the delivery of high quality care.

Children in the nursery were observed to be extremely happy, content, sociable and confident individuals.

What the service could do better

The service should continue to try to ensure that children have easy access to the outside area throughout the nursery sessions. Allowing for free choice of playing outside or inside the nursery.

What the service has done since the last inspection

The service have made improvements to the decking area outside the playroom. Further plans were in place to make improvements to the outside area.

Conclusion

As a result of this inspection we concluded that the children were being cared for by enthusiastic and caring staff, who knew the children and their families well and were able to establish good relationships with them.

1 About the service we inspected

Greenbank Pre-school is based in Greenbank Church buildings in Edinburgh. They are registered to care for a maximum of 30 children aged three years to entry to primary school age. They are registered to open 9.00am - 3.10pm, Monday to Friday. However, they run a morning session (9.00am - 11.35am) and an afternoon session (12.35pm - 3.10pm).

The bright modern airy purpose-built nursery provides children with a large, open plan play room that can be divided into two separate play rooms, a split level garden, a cloakroom area and three toilets.

A voluntary management committee have overall responsibility for the service. The day-to-day responsibility for the service is given to the manager, who is supported by a deputy manager and other nursery staff.

Greenbank Pre-school aims to:

- Provide a safe, stimulating environment in which all children can feel welcome, happy and secure, regardless of race, colour, ethnic or religious background.
- Ensure that the children at Pre School have a challenging educational experience, which includes experiences and outcomes in Expressive Arts, Health and Wellbeing, Literacy and English, Numeracy and Mathematics, Religious and Moral Education, Sciences, Social Studies and Technologies.
- Provide a varied daily programme of activities along Early Education Guidelines underpinned by Curriculum for Excellence, to ensure quality of learning amidst a positive culture that promotes good stewardship of our environment.
- Develop in the children a clear sense of right and wrong by praising good behaviour and encouraging responsible citizenship, successful learning, confident individuals and effective contributors.
- Value each member of our centre by encouraging positive attitudes towards others and develop confidence and self-esteem and foster wisdom, justice, compassion and integrity.
- Ensure that staff and parent helpers work as an effective and efficient team. Liaise with local school, agencies and the community.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 www.careinspectorate.com or by calling us on 0345 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 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. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

We carried out an unannounced inspection in March 2016.

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

We spoke with:

The Manager;

Staff;

Children and Parents.

We looked at:

Staff interactions with children;

Staff interactions with parents;

The completed self-assessment;
Policies and procedures;
Risk assessments;
Accident/incident reports;
Service Quality Improvement Plan;
The resources available to children;
The indoor environment and furnishings;
The outdoor environment;
Planning and children's records of development;
Children's Support plans;
Minutes of meetings and
Previous Inspection Report to discuss progress on recommendations made at that time.

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.firescotland.gov.uk

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.

A self-assessment was returned to us as requested. This highlighted areas of strengths of the service and areas which they continued to develop and improve. We looked at some of the statements within this document and validated their accuracy during the inspection process.

Taking the views of people using the care service into account

At a group gather time we introduced ourselves to the children and explained why we were visiting. The group were rehearsing for a show they were putting on for parents/carers. They were happy to perform in front of us and were observed to be happy and confident doing the rehearsal.

We observed children taking part in a variety of activities and considered they were happily engaged throughout the nursery session. We noted that children were confident in their conversations with their peers and staff.

Taking carers' views into account

We spoke to three parents/carers when they collected/dropped off their children. They confirmed the children were happy to come to nursery. They all gave praise for the staff and said it was a lovely nursery. They confirmed they were kept informed of the children's progress. They also confirmed they felt part of the nursery through fund-raising events and doing snack duties.

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

At this inspection we found that the performance of the service continued to be very good for this statement. Staff used a range of ways of involving children and families in the service. We talked with the Manager. Depute manager, staff and parents.

Suggestions made by parents were regularly reviewed and actioned by all staff. There was an ongoing programme for future development of the nursery. For example, parents had been invited to help make improvements to the outside areas and a day was planned for them to be involved in planting and re-designing the layout of the outside areas.

Children and parents were able to have settling-in visits to the nursery which also meant the child was gradually becoming more familiar with their new surroundings and carers. It also provided re-assurance to the parents that their child would be cared for in a safe and stimulating environment. They were able to discuss any concerns and make suggestions to assist in their child's care when at nursery.

The nursery website gave parents lots of information about the nursery, staff, routines, policies and procedures.

Arrangements were in place to support children when they were going to

school. This included visits to their new classroom. This meant that children become more familiar with the school and their new teacher.

Parent consultations were held every six months. These provided the opportunity for parents to speak with staff about their child's development, have a look around the nursery and find out more about the work staff did. All of this helped to develop good relationships with parents.

Where necessary staff attended children's care planning meetings. This meant that parents, staff and other professionals were able to discuss children's care and support needs and plan how the nursery could help the child. This practice helped make sure that children were getting the right help at the right time.

Support was provided to parents and children for whom English was a second language. Notices and leaflets were translated. This helped make sure everyone was fully included in the work of the nursery.

Photographic displays, notices, leaflets and minutes of meetings were all displayed in the large cloakroom. This meant that parents/carers had information about what was happening in the nursery and the local community.

Parents were invited to become part of the parents' committee to involve them in nursery events and any improvements they wanted to make. Parents were also invited to take part in any outings arranged. This enabled parents to become part of the nursery experience and be able to form opinions on the quality of the care and other provision of the nursery.

The service issued questionnaires to parents annually as a means of obtaining their views and suggestions for improvements. The information gathered was analysed and parents were kept informed of the outcomes and any improvements that were going to be taken forward as a result of information gathered.

Areas for improvement

The service should continue to involve parents and children in assessing and improving the quality of all aspects of the service

i.e.:-

Quality of Care and Support;

Quality of Environment;

Quality of Staff and

Quality of Management.

Grade

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

At this inspection we made some observations on the quality of care and support provided to all different ages of children attending nursery. We saw that all the children were confident and happy in the setting.

We saw that all staff knew the children very well. Parents were asked to keep the nursery informed of any changes to the child's personal information, records were updated as soon as this happened. The service also ensured that personal information of all the children was reviewed with parents every six months and any changes noted.

Children were able to move freely and safely around their nursery areas indoors. This meant they were independent in their choices inside the nursery session.

Planning activities for children took into account their interests and developmental needs. Children were developing independence and social skills through a wide variety of activities.

Physical exercise was an important part of the daily curriculum. Children had daily access to fresh air in the garden.

Areas for improvement

We were told that, whilst the staff endeavour to ensure that children have daily access to the outside area, free access to the outside area was restricted due to the heating systems in the nursery being affected by the door remaining open. Staff told us they were considering how free access to the outside area could be managed better.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

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

Service Strengths

The premises had been purpose-built. This had been done to a very high standard. The nursery was spacious, bright and welcoming.

Children were kept safe from unauthorised access by controlled-entry door systems.

Children had supervised access to the outside play areas which provided a safe area for physical play. The layout of the different areas within the garden allowed for exploration, for example looking at different insects and birds also allowing for planting activities. Resources were suitable for the age and stage of development of the children attending. Improvements were planned for the outside areas.

There was a Janitor for the nursery who carried out regular safety checks and ensured that necessary repairs and maintenance were carried out quickly. There was a cleaner employed to clean at the end of each nursery session thus ensuring the environment was kept hygienic to minimise the risk of infection for the children.

The parents we spoke to told us they thought the outside area was "good" and their children "enjoyed being outside". They felt the nursery was a safe place for their children to be.

Areas for improvement

At the time of inspection improvements to the garden were planned. Parents and families were involved in making these improvements. This had been carried out and we were informed that there was now an interactive garden space with a circle time play area, willow tunnel, deep bed planter growing

many vegetables, a wormery, a mud kitchen and a bug hotel. The children were growing an extensive variety of herbs, flowers and edible leaves in pots all around the pre school. We were informed that the outdoor space is fully available to all children at all times and there is a system in place that allows for free flow learning experiences. The service should continue to ensure that the environment is safe and service users are protected.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

The playrooms were thoughtfully laid out into areas that children could explore and play in. . The children had supervised access to 'real' woodwork tools and were able to use their imagination to construct their 'models' whilst learning how to use the tools safely. Children's imagination and knowledge of their world was also enhanced by the use of 'heuristic play' (the use of ordinary materials like household and kitchen utensils for children's play).

Sand and water also was a favourite with children to explore and which provided them with tactile experiences and enhanced emotional well-being. There was easy access to art and craft materials such as paint, and collage / junk modelling items.

Children's art work was on displays that were attractively laid out and highlighted children's achievements which for the children promoted their sense of being valued, self-worth and confidence.

Children also had easy access to play resources which were stimulating and appropriate for their age and stage of development and which promoted their understanding of mathematical concepts and early reading/writing skills.

The layout of the room allowed for a comfortable area where children were able to be part of a group e.g. at story time which provided good opportunities for social and language development. They could also use a comfortable area to have quiet time looking at books themselves or with staff.

Furniture was appropriate to the children's heights and was attractive safe and comfortable. The staff were able to support young children to become more independent in their personal social skills and encourage them to make choices in play.

Areas for improvement

The service should continue to ensure that environment allows children to have as positive a quality of life as possible and which meets the children's individual needs.

Grade

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 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

We looked at the safe recruitment procedures. Information was not available on the day of inspection as the recruitment files were kept with the management committee. Information we required was given to us through e-mail correspondence with a member of the management committee. We discussed evidence required to satisfy that all persons employed were suitability fit for working with children. We were satisfied that they would follow a very good safe recruitment process. Vacancies were advertised and applicants completed an application form. Appropriate references, one from a previous employer, would be routinely taken up prior to employment of a new member of staff.

We were also advised that all PVG checks had recently been updated and it was planned that a rolling programme of re-checking these was being implemented. We considered this to be very good practice.

We were told that all staff were made aware of the 'Child Protection Policy' when they started, they were also given a handbook containing all policies and procedures they must follow. We were also told that policies were discussed regularly at staff meetings to ensure staff's understanding of procedures to be followed.

Areas for improvement

The service should continue to ensure that they ensure staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Grade

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

At this inspection we found that the service had maintained the very good standards as identified at the last inspection.

The service continued to be effective in providing a well-trained, professional and motivated workforce. We talked with the manager, depute manager, and staff. We looked at staff training and how staff planned their work.

We took account of comments made to us by parents at inspection. All spoke highly of the staff and were completely satisfied that they were providing a caring and learning environment for their children.

We found staff to be highly motivated and enthusiastic in their work with the children. The service told us in its self assessment document that staff were committed to training and development. Also, that they were willing to engage in on-going change and development of the service.

We saw that they worked well together as a team sharing responsibilities and ideas for planning for children's development.

We checked the minutes of the regular team meetings and found that staff were involved in developing the service and determining its direction. The minutes highlighted service strengths and areas for improvement. When we talked with staff they told us that they felt involved in the overall work and management of the nursery.

Staff were supervised regularly and annual appraisals were carried out.

Areas for improvement

The service should continue to ensure that they have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Grade

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 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

We confirmed at this inspection that the service had continued to ensure the standard assessed at the last inspection was being maintained.

We talked with the Manager, Depute Manager, and staff.

The service used a number of methods to assess quality. This included feedback from parents as a result of questionnaires and newsletters and informal discussions. During these discussions we found that all management and staff were open and committed to involving children and families in the ongoing improvement of the service.

Staff were involved in determining the future direction and improvement of the service through the in-service training and development programme. Managers told us that nursery staff were involved in contributing to the Care Inspectorate self assessment document. They had also had input in developing the School Quality Improvement Plan and were taking forward priorities set out in these documents.

The nursery used questionnaires to seek the views of parents. Suggestions and issues raised were taken on board and feedback provided to parents as necessary. Also, staff met with parents to discuss their child's 'Personal Learning Journey' and how their child's next steps in learning would be addressed. Staff involved children each day in planning and assessing their activities.

The management and staff were using current good practice guidance

documents to inform their practice. These included:-

'Building The Ambition'

and 'Getting It Right For Every Child' (GIRFEC)

They were all aware of the importance of evaluation of their provision for children and did this as a matter of course, making changes to planning as required. This ensured they were flexible and receptive to the needs of the children and took responsibility for ensuring the objectives for helping children to achieve their fullest development potential were being met.

Areas for improvement

The service should continue to ensure that they are very good at involving their workforce in determining the future direction and objectives of the service.

Grade

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

There was a management committee in place which monitored the quality of the nursery provision and in consultation with staff and parents made decisions about changes to be made to improve aspects of the service provided.

We talked with the Manager, Depute Manager and staff. During these discussions we found that management and staff were open and committed to involving children and families in the ongoing improvement of the service.

The service used a number of methods to assess quality. This included feedback from parents as a result of questionnaires and newsletters and informal discussions. Coffee mornings were available to parents for them to share ideas and suggestions with staff. Parents were invited into the nursery to take part in snack duties. This allowed them an opportunity to see and evaluate the quality of experiences for their children during the nursery sessions.

There was an open door policy for parents so that they could approach management with any concerns, issues or suggestions.

Management regularly monitored staff practice in the nursery and assessed the quality of planning for children's development and learning. Management told us that this practice was in the process of becoming more formal with written evaluations shared with the staff.

Weekly staff meetings allowed for evaluating the provision and discussing identified needs of children which they could take account of in planning future next steps in learning and development.

Parents told us they felt valued and their opinions/suggestions were considered when planning improvements. They were involved in fund-raising events and

planned trips with the children. This made them feel part of nursery life and developing good relationships with staff.

Areas for improvement

The service should continue to ensure that they use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service they provide.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
31 Oct 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 5 - Very Good 5 - Very Good 5 - Very Good
10 Sep 2009	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
24 Sep 2008	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 6 - Excellent 6 - Excellent

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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।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

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