

First Nursery Limited Day Care of Children

Kingsland Square
Peebles
EH45 8EZ

Telephone: 01721 724395

Type of inspection: Unannounced
Inspection completed on: 10 May 2017

Service provided by:
First Nursery Limited

Service provider number:
SP2003002002

Care service number:
CS2003009287

About the service

The service has been registered since April 2002 and transferred its registration to the Care Inspectorate on 1 April 2011.

First Nursery is registered to provide a care service to a maximum of 106 children aged from 4 months to 12 years at any one time. Within this number a maximum of 20 primary school aged children at any one time can attend the service provided in the Jedderfield Room, Kingsland Primary School, Peebles.

Within this number a maximum of 30 children at any one time aged from 3 years to 12 years can attend the service provided in the Coffee Lounge, St Ronan's Community Centre, Innerleithen.

Within this number a maximum of 24 children at any one time, currently attending primary school, can attend the service provided in the Glennie Room, Halyrude Primary School, Rosetta Road, Peebles. This element of the service will only operate during term time.

The elements of the service provided from the Jedderfield Room, Kingsland Primary School, Peebles and from the Coffee Lounge, St Ronan's Community Centre, Innerleithen may operate during term time, school holidays and in service days.

Currently there are 176 children on the service's register who attend on different days and at different times.

Among the aims and objectives of the service is to:

"Provide a happy, safe and secure environment in line with all appropriate legislation for each child."

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under the following two quality themes:

Quality of Care and Support:

Quality of Management and Leadership.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check that services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by the 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 act to improve. GIRFEC 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 Getting it right for every child. They are often referred to as 'SHANARRI' indicators; - safe, healthy, achieving, nurtured, active, respected, responsible and included - We use the indicators at inspection, to assess how services are making a positive difference for children.

Information on SHANARRI can be found at :[http://www.scotland.gov.uk/Topics/People/Young-People/getting It right](http://www.scotland.gov.uk/Topics/People/Young-People/getting%20it%20right).

What people told us

The number of children varied throughout the inspection. We spoke with most of the children attending the service during our visit and joined them in their play both indoors and outdoors.

Children within the after school care told us what they liked about snack:

"I like to make pizza pin wheels and truffles for snack. We bake bread; always have fruit and vegetables, sometimes cranberries.

They also talked to us about caring for their peers and the people who cared for them. Their comments included:

"All children here look after each other, we are all friends. If people are new, we always welcome them."

"The adults are kind, keep us safe, always have plenty things for us to do and make sure we all have fun. They make rules, they don't make rules to stop us having fun they make them to keep us safe."

We spoke with six parents during our visit who told us they were very happy with the service and were very positive about the experiences their child had there. They also told us the ethos of the nursery was child centred and that the staff were responsive to their child's needs. Parents' comments included:

"I have always been very happy with the service. The staff have impressed me over the last few years as they do not stand still, always learning and developing the service. They moved to more flexible childcare, what the child wants and following their interests. Very responsive to their individual needs, a really good team who work well with parents.

The service is very good and my child gets on well. They are excited to come to nursery daily. All is positive about nursery I have no problems.

It is really good and my child enjoys it, more the social aspect. Staff are open, friendly and approachable. They tell you how your child's day has gone.

I have used the service for a number of years and never had any issues. I am confident in bringing my child here. Communication with parents is fine, through email and discussions. Learning journals are quite good and it is good to see what my child is achieving. We can place comments in them about our child's learning or what they are improving from what we do at home. I have always got on well with the staff team and management of the nursery.

I am very happy with the service. My child is always busy and has friends. The staff are open to suggestions from parents. Information is passed by emails and we can phone if needed.

The staff are all very supportive. They include what is going on at home, your child's interests. They children have opportunities for outdoor play and they go to the woods every week. We hear a lot of comments about outdoor play and learning, how children learn with autonomy.

One recent thing I put forward was to incorporate 'gym classes' as part of my child's transition. This was taken on board and my child gets to go up to school for these classes. This has helped with their transition to school."

We received twenty three of the thirty five questionnaires we gave to the service to distribute to parents and carers. Some parents left comments and we have included these below which represent their views:

"Overall an excellent service which promotes outdoor activities, healthy eating and environmental awareness policies. The settling in process, feedback from staff, (online journal) have all been first class. One small area for improvement would be to provide a package option for environmental friendly nappies and other items to make the service more complete and convenient for working parents.

Staff at First Nursery are always pleasant and friendly to parents and children. The honest, helpful advice offered when I have needed it has been invaluable in making the right decisions for my children's progression.

My child enjoys the wide range of activities that First Nursery provides. The whole room going to the woods weekly is an excellent idea. The garden and play areas, give room for exploration and developing imaginative ideas and games.

It is a lovely nursery with lots of stimulating activities and enthusiastic staff, who are always happy to chat and answer all questions. A brilliant 'Forest School'.

First provides a tremendous service to my children and me as a parent.

My child uses the First Nursery, after school care club at St Ronans School. My child loves it. Staff are warm, friendly and professional. You can tell that they really enjoy working with children which is so important. Whenever possible they encourage the kids to get/play outside which my child loves. I could not praise First Nursery and their staff any higher. Brilliant after school club.

So lucky to have such a friendly, happy, trustworthy and popular team to leave our child with during holiday times and after school club. A much needed and great set up for all working parents who have to travel out with the town. Absolutely no complaints. Thank you.

Could not have picked a better nursery. The staff cater to all my child's needs and I am very informed on how my child's day has been.

This is a fantastic nursery where my children are happy and thrive. They have good, strong, healthy friendships and feel secure and valued there. My youngest also receives good additional support. I recommend this nursery without hesitation. The staff are always friendly, welcoming, engaged, genuinely interested in the children and take care to engage well with me too.

Fantastic nursery. All staff get to know the children very well. I find learning journals useful and informative. Good opportunities to visit the nursery, meet staff, look at activities children have been doing and discuss my child at open mornings and also at parents evening. I am very happy.

Professional staff who are always friendly. Also have a caring and supportive relationship with the children at the after school club. The staff have high levels of energy and always looking to engage with children in activities they enjoy."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvements in meeting

children's needs, developing the layout of the playrooms and nursery gardens. The document clearly identified some key areas that the provider believed could be improved and showed how the service planned to do this.

The provider told us how the people who used the care service had taken part in assessing the service and how their feedback directed the development of their plans for improving the nursery.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

The service has an inclusive ethos, where children were nurtured and very well cared for in a calm, happy atmosphere. Staff had developed positive relationships and communicated very well with the children. In all settings, we found staff meet the needs of the children they care for very well. They interacted warmly with the children providing reassurance, encouragement and support.

Parents told us about the positive and effective transitions their children experienced throughout the nursery and after school settings. We observed transitions for children during the course of our visit, to be well supported by staff and older peers. 'Come and Play' sessions provided opportunities for parents to visit the nursery with their child during the weekend. This is providing opportunities for working parents to visit the nursery with their child and to foster good relationships with staff.

Children were happy and enjoyed their experiences in the various settings. They were developing friendships and caring towards each other and younger peers. The learning environments were stimulating, well organised and allowed children to self-select.

This supported children's independence, responsibility and gave a sense of ownership. Staff were providing a very good range of natural materials and open ended play, which helped to develop children's imagination and support their emotional wellbeing.

Children of all ages, had opportunities to explore, experiment and problem solve. They were well supported by staff. We saw some children were very confident in their play. Children were continually praised for their efforts and achievements, which helped to build their confidence and esteem.

A Froebel garden had been developed in the nursery which provided a rich and natural environment for play. This was progressed by enthusiastic staff that reflected on their learning and shared their knowledge of 'Froebelian principles' with the team.

This had led staff, to a deeper understanding and recognition of looking at children's development holistically, then providing for all areas through active play, exploration, curiosity and autonomy. We saw evidence of this taking place. Furthermore, parents confirmed their children were following their own interests and enjoying outdoor play.

Children were challenged physically, learning about taking risks and keeping safe. They were also provided with social spaces and quiet areas outdoors, where they could experience stillness on their own, or find places to interact and chat together with peers.

Management and staff were committed to improving the service. They were held in high regard by parents, who valued the inclusive ethos and confirmed 'open and effective' communication within the setting. Staff enjoyed working in the service and gained support required to complete relevant qualifications, which supported good outcomes for the children.

Management valued the opinions of their staff. Together with the staff they were looking to improve on reflective practice, individually and as a whole team. Management and staff had on going plans to further develop and improve the nursery and after school care settings.

What the service could do better

The service should continue to purposefully involve all children in planning aspects of their own learning, through floor books and learning journals. This will give children a voice, help them to feel respected and be part of their own learning journey. The staff should consider using the wellbeing indicators within these plans.

Management should continue with plans to develop reflective practice with the staff individually and as a whole team. This will help them to evaluate the work they do, consider improvements in their practice and will support them to ensure better outcomes for the children.

We asked management to review the services administration of medication procedures. This will ensure they are following best practice guidance in the recording of all medication within the service. The provider can obtain a copy of the guidance: Management of medication in daycare of children and childminding services: HCR-0514-087. Found at: hub.careinspectorate.com.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
26 Jun 2013	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 5 - Very good
3 Nov 2011	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
11 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
28 Jan 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Mar 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

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

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।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.