

# Bright Horizons@Gogarburn Day Care of Children

RBS Gogarburn Nursery  
175 Glasgow Road  
Edinburgh  
EH12 9BH

Telephone: 0131 626 4200

**Type of inspection:**

Unannounced

**Completed on:**

13 December 2019

**Service provided by:**

Bright Horizons Family Solutions Ltd

**Service provider number:**

SP2003000319

**Service no:**

CS2005097917

## About the service

Bright Horizons @ Gogarburn is registered to provide a care service to a maximum of 70 children under the age of eight years and operate between the hours of 7am and 7pm, Monday to Friday.

The nursery is situated in a renovated stable block in the grounds of the Royal Bank of Scotland at Gogarburn campus on the outskirts of Edinburgh. The premises are set amongst parkland, which children use for walks. The nursery building has two floors and comprises of three playrooms and two outdoor play areas. There are additional rooms for parents to use while settling children in and staff facilities.

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

## What people told us

Throughout the inspection children were happy, relaxed and engaged in their play. Children approached us with ease to chat, tell us about their nursery and invite us into their play.

Prior to inspection the service distributed 22 care standard questionnaires to parents. A total of 15 were returned and all parents agreed or strongly agreed that they were happy with the service provided. Comments from parents included:

'The environment at Gogarburn is excellent. However it has lost some outstanding members of the team recently. And long standing ones too. Not sure if there's something about helping to keep staff engaged'.

'My child had settled in nursery well now that she has an allocated key worker. This has made her go into nursery in the morning hassle free. Nursery staff are always welcoming and treat us with respect. Overall, no concerns with nursery'.

'I feel that the staff in the baby room care for my child like I would. I am certain that they have genuinely cared about him and his well-being and development - a great comfort for me when returning to work'.

'Where I have strongly agreed, I am mainly referring to the service and care given by ( ) and ( ) in the toddler room. ( ) and ( ) in the toddler room are also very capable and engaged members of staff - natural care givers. I would like to see or be directed to my son's development plan more often and asked for feedback and more input into that'.

'My child learning journal had not been updated for some time, therefore, I am not regularly kept up to date with their learning and development, other than the hand over information each evening. Are staff given adequate time to complete this essential task? Our only main concern, which has been ongoing since my child entered the baby room, three years ago, is staff turnover, especially at managerial level. ( ) has looked after my child for sometimes now and he loves her. We are very happy with his direct care'.

A parent shared with us a concern about a member of staff's practice. We shared this with management and were satisfied with their response.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Children were nurtured by staff who treated them with warmth, compassion and respect. They listened to them and responded positively to their verbal and non verbal requests. They knew the children in their care and were confident about how to meet their needs. As a result a calm and supportive approach was evident throughout the nursery.

Chronological records were in place for each child bringing all relevant care information into one place to support children and their families. Through discussion with staff it was apparent they knew the children in their care well and had positive strategies in place for those who required additional support. This knowledge and strategies supported children in a respectful way acknowledging their uniqueness. Whilst we could see all relevant information was recorded, the manager was in agreement that the recording system could be streamlined. This will further support staff to plan effectively to meet children's needs.

Lunchtime was a positive experience for the children. They were supported to be independent and it was a sociable experience where staff sat with children. Staff praised good manners and discussed the nutritious food they were eating, which was made in house by a chef.

A new format to transitions was being introduced whereby the key worker in the child's new room was meeting with the parents a few weeks after the move had occurred. This meant that together the key worker and parent could reflect on the transition process and discuss the child's next steps for learning and development.

In the pre-school room, we saw staff interacted positively with children using praise, encouragement and Higher Order Thinking (HOTS) skills. This encouraged children to develop more complex thinking and problem solving skills. Younger children received care that was nurturing and responsive to their individual needs.

### Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 – good

## Quality of environment

### Findings from the inspection

Management and staff had worked well together to create an environment that was calm, natural and provided positive outcomes for children under the age of three years. Resources were accessible to children which supported their independence and enabled them to choose activities that interested them. A variety of sensory activities enabled children to learn through play. Staff in the baby room had created a warm, cosy space for babies to rest and cuddle with staff.

In consultation with children, recent improvements had been made to the pre-school room layout and resources. The new staff team in the pre school room had evaluated the room and written an improvement plan. This had the potential to provide an environment which would further create a sense of awe, wonder and curiosity for children.

The large outdoor play spaces currently provided children with some opportunities for loose parts play and sensory experiences. Improvements were planned for the outdoor areas and we were in agreement that this will enhance children's outdoor play and learning.

Extra curricular activities provided children with a variety of experiences such as football, singing and dancing. Very good use was made of the large campus, owned by The Royal Bank of Scotland in which the nursery was situated. Everyday children were able to walk around the grounds of the campus, play on large grassed areas, visit the 'Zen' and sensory gardens and pond. Children's parents worked within the campus and children were able to visit the 'street' within the building parents worked in. Experiences such as collecting mail, shopping, group singing and parades created opportunities for children to be part of a larger community and interact with their parents throughout the day.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 – good

## Quality of staffing

## Findings from the inspection

In recognition that children needed to be able to build secure attachments, staff were now consistently working in the same room. As a result, an effective keyworker system had been developed. This meant relationships between staff, children and parents had been built and maintained and staff were familiar with each child's circumstances. This enabled staff to plan in a responsive way and pay attention to small details to engage with each family personally. This nurturing and supportive approach led to children being settled in their room.

Staff demonstrated good teamwork, modelling social skills for the children. They supported children's independence and choice and provided fun, loving care and support. Children often sought out physical comfort from staff which was readily given.

Safer recruitment procedures were followed and appropriate checks were carried out by management. Recent improvements to the induction process meant that new staff were more informed when starting employment in the setting. Staff were registered with the Scottish Social Services Council (SSSC) and showed willingness to continued professional development. In addition to training provided by the service, staff also pursued and took part in training that was of interest to them and of benefit to the children. For example mental health issues in children and young people. Their learning was used to inform and challenge their practice.

Staff were enthusiastic about their roles, motivated and eager to talk to us about improvements they had made and those planned. All staff had particular areas within their rooms which they were working to improve. We discussed with staff the 'Plan, Do, Study, Act' improvement cycle and they were keen to implement this to ensure that improvements made were having a positive effect.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

Since our last inspection, there has been a change in the management structure. The experienced manager who was currently overseeing the setting, had put many positive processes in place. She was very ambitious for the future of the nursery and staff were extremely supportive of her and in turn felt supported in their role. This had led to an evident culture of shared leadership in the service where all staff took responsibility for continued improvement. Along with the senior management team members, the manager had considered the recommendations from the last inspection and had made changes to improve outcomes for children.

Various opportunities were available for parents to be involved with the service. We spoke with a parent from the parents group who told us about the innovative ways used to involve parents. This included a group telephone call at lunchtime every quarter which proved popular as parents could partake from anywhere. Parents could ask

questions, raise concerns and offer positive and constructive feedback. A communication board informed parents of what was happening in the nursery as did regular newsletters. The 'you said, we did' board was a popular way to encourage feedback and offered reassurance of a serious approach to actively listening and to meet needs of all who used the service.

The manager told us that questionnaires previously used had not generally received comments or areas for improvement from parents. They intended to change the questionnaires to make the questions open ended to encourage comments. A curriculum evening had been held as well as 1:1 meetings with key workers. All of these offered opportunities for parents to be involved in and influence their child's care. From this work and that planned for the future, it was clear that working in partnership with parents was of great importance in the setting.

Areas for improvement identified by us during the inspection had mostly been identified by the manager or staff. This reassured us that the service had a clear picture of where they were in their improvement journey.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 – good

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

There are no outstanding requirements.

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

## Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
13 Mar 2019	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
14 Mar 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
19 Mar 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
18 Jan 2013	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
13 May 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
16 Sep 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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