

Nuffield Health Creche - Edinburgh

Day Care of Children

Fountain Park
65 - 95 Dundee Street
Fountainbridge
Edinburgh
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Telephone: 01312 218 000

Type of inspection:
Unannounced

Completed on:
9 May 2025

Service provided by:
Nuffield Health

Service provider number:
SP2006008078

Service no:
CS2016349107

About the service

Nuffield Health Creche – Edinburgh provides care to children of families who are members of the health club. The service is located in the Fountain Park leisure centre.

The service can accommodate 56 children at any one time. The age range of the children is six children aged zero to under two years, 30 children aged from two to those not yet attending primary school of whom no more than ten are under three years of age and 20 children attending school under the age of 16 years. Individual children can attend the creche for a maximum of four hours each day, limited to two continuous hours. At the time of our inspection there were a total of 3 children present.

The accommodation consists of a reception area, four play environments, onsite toilets and changing facilities.

The service is close to schools, transport routes, leisure and community services.

About the inspection

This was an unannounced inspection which took place on 8 May 2025. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service
- reviewed feedback from 18 parents and carers whose children attend the service
- spoke with one parent whose child attends the service
- reviewed feedback from seven staff members employed in the service
- spoke with the manager, general manager and staff
- observed practice and staff interactions with children
- reviewed documents.

As part of this inspection we undertook a focus area. We have gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

- staff deployment
- safety of the physical environment, indoors and outdoors
- the quality of personal plans and how well children's needs are being met
- children's engagement with the experiences provided in their setting

This information will be anonymised and analysed to help inform our future work with services.

Key messages

- Staff used kind and nurturing approaches which contributed to children feeling welcome, safe, and secure and contributed to positive relationships.
- Personal plans contained information staff needed to support children and meet their individual needs.
- Children were settled, happy and having fun.
- Management and staff had made continued improvements to play environments to create inviting and comfortable spaces for children.
- The provider should make improvements to handwashing facilities to support children's health and well-being.
- The manager had led with making changes to support with improving outcomes for children and their families.
- Improvements had been made to staff registering with a regulatory body.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	5 - Very Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality Indicator 1.1: Nurturing care and support

Staff were welcoming, nurturing and caring towards children. Staff interactions were responsive and engaging and we saw staff comforting children. We observed children entering and leaving the creche throughout the morning and children and their families were warmly welcomed by staff. This supported children to feel safe, secure, and contributed to the positive relationships they had with staff. We observed one parent chose to come in and spend time in the play environment with their child and this was welcomed by staff contributing to a feeling of belonging for children and their families.

The small number of children present meant that staff were able to spend time with children individually or in very small groups. Staff knew the children well and confidently described children's individual needs and how they are supported. Quality interactions and engagement were taking place between staff and children. Staff supported individual children to follow their interests. This contributed to the positive relationship's children had with staff. Parents commented, "They are very open and personable. I feel like they know my children really well. My kids love them. I feel that they really care about my kids, their interests and their needs" and "They all offer individual feedback readily, don't need to ask. I feel they know my little one well."

Personal plans were in place for children. Plans were created in partnership with parents and carers and reviewed regularly. Plans included a registration form and 'All about me' information. Parents and staff recorded information of children's individual personality, interests and recorded children's health and physical needs, likes and dislikes. Improvements had been made to personal planning processes with information recorded linked to SHANARRI well-being indicators (safe, healthy, achieving, nurtured, active, respected, responsible, and included). These contained the information staff needed to support children and meet their individual needs. One parent commented, "I have been given the opportunity to complete and review my child's personal plan in the time he has been registered. His plan was personal and I could complete it relevant to him individually."

Recording of paperwork for children with additional support needs had been improved. Plans contained information of strategies and next steps to support staff with meeting children's individual needs and included the recording of risk assessments and observations. These contained the information staff needed to support children.

There was no medication stored on the premises during our visit. Children attending the service on the day of inspection did not require any medication. The service had a medication policy in place and had medication administration records available. We were satisfied medication would be administered and stored safely if a child required this.

Staff had attended child protection training. They were aware of their responsibility to safeguard children in their care and had the ability to recognise when children and families needed support.

Quality Indicator 1.3: Play and learning

All children were settled and having fun. Children chose freely from the resources available to support their choices and interests for play which enhanced their independence skills and confidence. Children had opportunities to lead their own play and learning. Staff were responsive to children's interests and joined in play. This provided opportunities for children to extend vocabulary, enhance language skills and express their thoughts and feelings.

Children were engaged in experiences of story time and small world play. This supported children's language, literacy and imagination skills. We observed a child playing at the art station and selected resources to mark make and created a drawing. The child showed deep levels of concentration in the experience and was an opportunity to support their creativity and fine motor skills development. One child told us "I like my creche." Parents commented, "Big range of activities to promote development of fine and gross motor skills, as well as sensory play. Enjoys opportunity to interact with children of different ages" and "the creche has the friendliest staff, lovely toys and activities. My child always arrives and leaves happy."

Management and staff had introduced planning processes to support children's play. Floor books were used to capture children's experiences and learning. These were linked to national guidance of 'Curriculum for Excellence.' We suggested the service could refer to national practice guidance 'Realising the Ambition' for younger children to enhance opportunities for children to reach their potential. Management and staff were recording observations to support planning for children's play and learning based on individual interests. Continued support and staff development on planning could enhance opportunities to recognise and celebrate children's learning and achievements. One parent commented, "Every time she has been to the creche I am told how my daughter is getting on and what achievements she has accomplished."

How good is our setting?**4 - Good**

We evaluated this key question as good as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Quality Indicator 2.2: Children experience high quality facilities

Children were cared for in an environment that was safe, secure, well-maintained and clean to support children's safety and wellbeing. There was a secure entry system in place where staff welcomed children and their families individually. The environments were of a comfortable temperature. Air conditioning was provided and the temperature of the play space was monitored to support children's comfort. Parents commented, "My child has fun in a safe environment" and "The environment is always secure, welcoming, clean, organised and inviting for my child."

The service had undergone re-decoration from bright colours to neutral contributing to a calm environment for children. There were opportunities for children to free flow between three play spaces. This included an area for babies and younger children to safely explore and access suitable resources. There was an area for active and physical play to include soft play items and physical apparatus for children to participate in active play and games. This provided opportunities for risky and challenging play. Cosy spaces were available for children to rest and relax contributing to supporting children's well-being.

Management and staff had extended resources and materials for children's play and learning to include more natural and open-ended resources. This supported children's curiosity, creativity and imagination skills.

Play spaces were inviting and materials and resources were displayed to spark interest, encourage choice and were accessible to children. We observed children independently selecting from these to support their play and learning. Parents commented, "There are so many play experiences available and accessible for my child. He often plays in the large area with the balls and soft play equipment, but can also dress up, explore small world and do arts and crafts" and "Different activities and children's clubs held in the creche. Also themed events like a Halloween party in the creche held by the staff members."

At our previous inspection we had made an area for improvement to improve the facilities and infection, prevention and control practices. The creche did not have handwash facilities in any of the play environments and children and staff washed their hands in the facilities in toilet areas. Handwash facilities in play environments would minimise the risk of cross infection and support children and staff with regular handwashing. As this has the potential to compromise children's health, we have amended the area for improvement to support with handwashing facilities (**see area for improvement 1**).

Areas for improvement

1. To support children's health and wellbeing needs, improvements should be made to the infection, prevention and control procedures. Priority should be given to but not limited to the provision of accessible hand wash facilities for children and adults within the play environment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that

'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.16).

How good is our leadership?

4 - Good

We evaluated this key question as good as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Quality Indicator 3.1: Quality assurance and improvement are led well

The manager was passionate, visible, friendly, and approachable to children, families, and staff. One parent commented, "an outstanding manager and it shows through such a happy relaxed team which in turn makes myself and my sons experience super relaxed." Staff knew the manager well and told us they felt supported by them.

The manager was committed to initiate change by involving and recognising the contributions of families and staff. The manager and staff had made improvements to the service to include play environments and reviewing personal plan documents to improve outcomes for children and their families. One parent commented since the new manager joined "Creche and processes have completely transformed. The environment has been developed so well and there has been some really positive change."

The manager shared plans were in place to review the service policies and procedures to support with reflecting the service they were providing. This has the potential to inform and guide staff to support their practice, knowledge and understanding and provide care, play and learning in accordance with good practice guidance and publications.

The service had introduced chronology records to record information of significant events for children and their families. We made suggestions to management to support with improving the recording of information to include a clear format. This would support management and staff when updating and reviewing the records to have information easily accessible and identifiable. We signposted the provider to Care Inspectorate 'Practice guide to Chronologies.'

Parents were involved in self-evaluation of the service through the distribution of questionnaires inviting them to share their views. Parents commented, "Manager is always asking for feedback and suggestions" and "We are given the opportunity to provide feedback and strongly encouraged to do so." Self evaluation could be enhanced by consulting with children for changes to be made within the service. This has the potential to support children with more ownership and responsibility within the service.

Team meetings took place and was an opportunity for the manager and staff to discuss for example health and safety updates, policy updates and learning and development. This supported opportunities for good communication across the team. Staff told us they can share their ideas with the manager. One staff member told us, "The manager carries out team meetings to discuss plans for the crèche and we can give input on our ideas/ suggestions."

The manager carried out one to one meetings with staff. This was an opportunity to discuss progress, achievements and to set goals and objectives. The manager had reviewed the format and management and staff shared this was having a positive impact.

How good is our staff team?

4 - Good

We evaluated this key question as good as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Quality Indicator 4.3: Staff Deployment

There was a small core staff team who were continually present to care for the children. Parents commented, "Whenever we are there we always see plenty of staff on hand." In contrast parents told us, "Some issues with staffing (sickness etc) can mean that occasionally the creche shuts unexpectedly. I think they could do with more staff on their books." Staff told us, "We are a very small team. During the week staffing is okay however weekends I feel we could use another member of staff" and "We are always within ratio, however, sometimes there are only two staff working on the one day, and it would be great to have an extra body to support on the more challenging days."

Staff were passionate in their roles and enjoyed working with children across a wide age range. The manager and staff worked well together, sharing responsibilities and supporting one another. We observed examples of communication and team working taking place between and within play spaces. They informed each other when leaving the space or attending to a child's needs. This supported children's safety and well-being. Parents commented, "Friendly staff and they interact well with the children" and "All the staff like to tell us about our child's visit. They are genuinely passionate about their jobs."

The manager and staff attended continuous professional development showing their commitment to develop their knowledge, skills and practice. The manager and staff shared with us how this had supported them in practice within the creche for children's care, play and learning to support with improving outcomes for children and their families.

Staff were recruited safely with the receipt of suitable references and Protecting Vulnerable Group (PVG) scheme records before employment. Improvements had been made to staff registration with the regulatory body Scottish Social Services Council (SSSC). All staff were registered and management were monitoring annual declaration dates to support staff to renew these timeously. This contributes to the safeguarding and protection of children.

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

Requirements

Requirement 1

By 14 June 2024 the provider must ensure all staff working with children have submitted an application as appropriate with a regulatory body. This must include but not be limited to undertaking regular monitoring of staff registration with regulatory body Scottish Social Services Council (SSSC).

This is to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure staffing is consistent with the Health and Social Care Standards (HSCS) which state,

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

This requirement was made on 12 April 2024.

Action taken on previous requirement

All staff caring for children in the service were registered with the regulatory body Scottish Social Services Council (SSSC). The manager was undertaking regular monitoring of staff registration.

The requirement had been met. Please refer to 'How good is our staff team?' for further information.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure the health and wellbeing of all children the manager should improve the facilities for nappy changing, ensure the appropriate storage of potties, and ensure effective handwashing is maintained. In doing so, they should take account of best practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'If I require intimate personal care, there is a suitable area for this, including a sink if needed.' (HSCS 5.4).

This area for improvement was made on 12 April 2024.

Action taken since then

Nappy changing facilities were clean and well-maintained.

The service were not storing potties on the premises.

Handwashing facilities were not available in play environments to support with handwashing.

Aspects of the area for improvement had been met. We have amended the area for improvement to continue to support children's health and well-being. Please refer to 'How good is our setting?' for further information.

Previous area for improvement 2

To safeguard and protect children, the service should create a risk assessment to mitigate the risks to children's safety and wellbeing when being cared for by staff who have not met SSSC legislation. Regular reviews of the risk assessment should take place to support children's safety and well-being.

This is to ensure staffing is consistent with the Health and Social Care Standards (HSCS) which state,

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

This area for improvement was made on 12 April 2024.

Action taken since then

A risk assessment was created and shared to mitigate the risks to children's safety and wellbeing when being cared for by staff who had not met Scottish Social Services Council (SSSC) legislation. Reviews of the risk assessment had taken place.

We were satisfied the area for improvement had been met.

Complaints

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

Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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