



Childcare Inspection Report on

Wiggles and Giggles Nursery

**70 Victoria Street
Cwmbran
NP44 3JP**



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Description of the service

Wiggles and Giggles is registered with Care Inspectorate Wales (CIW) to provide care for up to 31 children aged from birth to 12 years of age. The Registered Person (RP) is the owner of the nursery and she employs a Person in Charge (PiC) to manage the nursery on a day to day basis. The nursery is located on a main road in Old Cwmbran and is organised into three base rooms, which are based on the age and development of the children. The nursery is a registered education provider and is therefore subject to inspections from Estyn. The nursery provides a wrap around service with a local primary school and a holiday club during school holidays. Care is provided through the medium of English with the use of limited incidental Welsh.

Summary of our findings

1. Overall assessment

This was a focused inspection, in response to an anonymous concern relating to aspects of the management of the nursery and some environmental factors; therefore we did not examine all four themes in any great detail. We did not find any evidence to support the anonymous concern relating to issues raised about the management of the setting and in particular adult to child ratios. There were some areas of the environment that could be improved, but overall the nursery is compliant with The Child Minding and Day Care (Wales) Regulations 2010.

2. Improvements

The following improvements have been made since the previous inspection of 14 September 2017:

- Nursery liquid Paracetamol based medicines and other similar medications have been removed from the nursery and now all children provide their own;
- children's arrival and departure times are included on the daily register and
- the PiC has kept CIW informed of any significant events and changes to the staff team.

3. Requirements and recommendations

There were no areas of non compliance identified at this inspection. Recommendations have been made relating to the management of the setting and environmental factors and these can be found in a section towards the end of this report.

1. Well-being

Summary

This was a focused inspection in response to an anonymous concern. Therefore we did not fully inspect the theme of Well-being as this had been considered in depth in the previous inspection in October 2017 and will be fully examined at future inspections.

Our findings

1.1 To what extent do children have a voice?

Children have a voice as we saw many examples where children were able to choose what they wanted to play with. Free flow opportunities within the nursery and outside play are made available to the children and we noted that children moved to things of interest, both inside and outside. Babies were able to crawl to things which interested them, whilst the older toddlers enjoyed their time outside, playing in the water and on large apparatus such as a slide. During a circle time session, the pre school children were able to choose their own songs to sing and one child did not want to participate in 'the tap, tap box,' this was respected by the member of staff and the child was quite happy to sit and watch. Staff speak to the children and listen carefully to what they have to say, which promotes the voice of the child. We noted that children were happy and secure to approach staff, to ask for help or invite them to play with them. We did not examine activity planning as part of this inspection; therefore, we are unable to state if children contribute to planning and the evaluation of activities.

Children are able to express themselves freely and they are listened to and responded to in a positive manner.

1.2 To what extent do children feel safe, happy and valued?

Children feel safe, happy and valued. Throughout our visit, we heard very little crying or upset. We noted that most children were happy to leave their main carers and go off to play within the nursery. For those who were a little more reluctant, they were quickly soothed and comforted by staff and settled relatively quickly. Children were frequently praised for good behaviour and effort, resulting in beaming smiles. Children bring in their own sunhats and sun cream and they were reminded to wear these in order to safeguard from the very warm weather.

Children present as being happy, confident and content.

1.3 How well do children interact?

Children interact well, in line with their age and stage of development. We saw that older children were able to take their turn and wait for others to finish and shared resources well. The toddler aged children were encouraged to share appropriately and we saw that most of them were beginning to understand this concept. Nearly all of the children were able to

follow instructions and knew the routines of the nursery well. However, we saw several instances when children chose to ignore instructions issued by staff members; this was particularly prevalent in the toddler base room. Children were happy to play with one another and we saw plenty of examples of the older children enjoying imaginative play, which supported their social and communication skills. Mostly, there was a calm and purposeful atmosphere throughout in which the children played and interacted with one another and those caring for them in a positive manner.

Children's interactions are generally good and they are supported by a staff team to play, learn and co-operate with one another.

1.4 To what extent do children enjoy their play and learning?

Children enjoyed their play opportunities as they were mainly able to follow their own interests as well as enjoy some structured play activities such as singing songs and reading. In the pre school room children spent time in the home corner playing and made us a lovely cup of tea. The outside play area, although a little small provides children with a selection of play opportunities such as sand and water play. The babies enjoyed playing with a range of small toys and building bricks and were happy and content in their environment.

Children enjoy their play opportunities both inside and outside.

2. Care and Development

Summary

This was a focused inspection in response to an anonymous concern. Therefore we did not fully inspect the theme of Care and Development as this had been considered and reported on in the previous inspection in October 2017. It will be examined in detail at future inspections.

Our findings

2.1 How well do practitioners keep children safe and healthy?

Staff are mindful of their responsibilities in keeping children safe. We saw that they helped children apply sun cream and hats before venturing outside, as well as ensuring children had enough to drink in the very warm weather. The nursery is secured by a locked door and the outside play area is also secured by a locked gate. Any food allergies or intolerances are recorded and the meals adapted to meet the children's health needs. During snack time we heard staff talk to the children about taking small bites and chewing their food properly, so that they would not choke. However, we did note in the toddler room that on occasions children were issued with instructions such as "*Don't jump by the gate or you could hurt yourself,*" but there was very little follow on, as the children kept on jumping by the gate. We also saw other examples when the children were playing outside, instructions were issued, but with very little consequence or follow through when the children ignored them, which could result in the children ignoring instructions in a more risky situation.

Children are kept safe and healthy by staff who are aware their needs. However, staff need to ensure that when children are given instructions, these are followed.

3. Environment

Summary

This was a focused inspection in response to an anonymous concern. Therefore we did not fully inspect the theme of Environment as this had been considered in the previous inspection in October 2017. It will be fully examined in detail at future inspections.

Our findings

3.3 How well do leaders ensure the quality of resources and equipment?

Although there are an appropriate selection of toys and resources made available to the children, we noted that in places these needed replacing as they looked tired and worn. The carpet in the baby room, although safe, was not of good quality, with stains and fraying in places. Some of the furniture was also in need of replacement as we noted that the tables and chairs in the toddler base room were marked and not in a very good condition. There was also a large pile of cushions and blankets, some of which were stained in places and these either need to be replaced or cleaned. The carpets in all base rooms had debris on them and we were told that the current cleaner/hover does not work very efficiently. The nursery does not employ a cleaner and the nursery nurses are expected to clean as they go and at the end of the day. We discussed with the RP the benefits of having a maintenance improvement plan so that areas could be prioritised and actioned.

The overall environment looks well used and needs some attention to ensure that resources, furniture and equipment are maintained to a good standard.

4. Leadership and Management

Summary

This was a focused inspection in response to an anonymous concern. Therefore we did not fully inspect the theme of Leadership and Management as this had been considered in the previous inspection in October 2017. It will be fully examined at future inspections.

Our findings

4.1 How effective is leadership?

Leadership on a day to day basis is effective as the current PiC is experienced and is aware of her regulatory responsibilities. We noted that some of the recommendations made at the last inspection had been implemented into the setting. One of the concerns raised with us anonymously was that the adult to child ratios were not always met. We examined all three base room registers and noted that children's arrival and departure times were now recorded and staff members initials were also logged. However, the individual times of the staff members working in the base rooms were not included in the registers. Both the PiC and the RP acknowledged that staff were sometimes sent home if the number of children attending the nursery was low. However, this was not recorded on the registers, only on their individual timesheets. Therefore, it was difficult to establish at a glance, which staff members remained on site, caring for the children. The PiC will also cover the rooms at busy times such as lunch times and staff breaks; this was not recorded on the room registers either. The RP/owner of the nursery currently works in the base rooms as a nursery nurse. We were also told that she is also undertaking a Level 5 management training course, to help her become more familiar with regulatory requirements and up to date best practice of a child care setting.

Overall leadership is effective, although some further improvements are needed in aspects of record keeping.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

The following areas of improvement were discussed separately with either the PiC or RP as part of the inspection process. A joint meeting with both could not take place on the day of the inspection as the RP was working with the children in one of the base rooms:

- Ensure that all staff times are accurately recorded on the room registers;
- undertake a maintenance plan so that areas of the nursery and resources that need replacing or improving can be fully costed and prioritised;
- ensure all resources and areas of the nursery are suitably clean and presentable and
- staff should be consistent in their expectations when issuing instructions/guidance to children and ensure these are followed

6. How we undertook this inspection

One inspector undertook an unannounced focused inspection, in response to an anonymous concern raised with CIW. An inspector spent three hours at the nursery on Tuesday 3rd July 2018. The following methodology was used to gather evidence for this report:

- Discussion with RP, PiC and staff members;
- observations of care routines and practices;
- conversations with the children;
- visual inspection of the nursery and
- consideration of some management records.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Full Day Care
Registered Person	Rachel Ball
Person in charge	Emma Hardwick
Registered maximum number of places	31
Age range of children	Birth to age eight
Opening hours	Monday to Friday 8.00am to 6.00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14 September 2017
Dates of this inspection visit	3 July 2018
Is this a Flying Start service?	No
Is early years' education for three and four year olds provided at the service?	Yes
Does this service provide the Welsh Language active offer?	This is a service that does not provide an "Active Offer" of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people/children who use the service. This is because the service is situated in a primarily English speaking area. However, we recommend that the service provider considers the Welsh Government's "More Than Just words" strategic guidance for Welsh language in social care.
Additional Information:	