



# Childcare Inspection Report on

**Cwtsh Nursery Limited**

**Ty Seren  
Ashfield Road  
Newbridge  
Newport  
NP11 4RA**



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## **Description of the service**

Cwtsh is a full day care nursery based in a recently renovated building in Newbridge. The nursery has been registered since May 2016 to provide care for 56 children up to the age of 12. The service also provides breakfast and after school clubs. It operates Monday to Friday from 7.00am to 6.00pm throughout the year. The Responsible Individual (RI) is Rebecca Lee who is also the owner of the service. A person in charge (PiC) is employed to manage the service on a day to day basis. Care is provided through the medium of English with use of incidental Welsh.

## **Summary of our findings**

### **1. Overall assessment**

This was a focused inspection which was carried out because we had received a concern about the safety of some elements of the environment and the way in which the service responded to complaints. We found that risks are managed appropriately and that complaints had been responded to in a timely manner and in line with the complaints policy. Children at the service are happy and confident. They are cared for by suitably qualified staff who know them well. The environment is warm, welcoming and well resourced, providing a stimulating place for play and learning. However, improvements are needed to the leadership and management of the service to ensure that it is managed appropriately on a day to day basis and complies with the Child Minding and Day Care (Wales) Regulations 2010.

### **2. Improvements**

- A suitably qualified and experienced PiC has been employed and
- safeguarding procedures have been improved

### **3. Requirements and recommendations**

We found that the service was not technically compliant with regulations in respect of the PiC being employed in a supernumerary capacity. This was not a matter of serious concern however we notified the RI in order that she could take remedial action. Further good practice recommendations are summarised at the end of the report.

# **1. Well-being**

## **Summary**

This was a focused inspection and we did not fully consider this theme. This will be looked at in detail during the next inspection. However, we found that children are happy and settled at the service. They are confident to approach staff to make their needs known and are appropriately engaged in activities which enhance their all round development.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Children at the service have a voice and their opinions are respected. We saw that children had plenty of opportunities for free choice play and were able to direct their own learning. They were able to choose from resources which they were able to access independently. We heard younger children being asked what songs they wanted to sing and we noted that when one child was tired they were left to rest. In the pre-school room we were told that children had asked for the messy play to be changed from shaving foam to 'Playdough' and this was done for them. We heard children being asked what they wanted to do next which demonstrates that their preferences are listened to and respected.

Children have a voice and are able to follow their interests, enabling them to develop independence.

### **1.2 How well do children interact?**

Children at the service interact well with staff and peers. We saw that children played happily together or alongside each other dependent on their age and stage of development. We saw babies and toddlers interacting with staff whilst playing with natural materials and we noted that they were confident enough to interact with us, handing us items and taking them back. We saw that children were confident to approach staff and sought out help when needed. We heard children in the pre-school room being offered help with hand washing following messy play and accepting it happily. Children chatted confidently with staff, answering questions during circle time and joining in with singing and clapping. We noted that children were becoming sensitive to the needs of others, recognising when one child was tired and chatting about how they needed to be quiet so they didn't disturb them.

Children interact well and are developing an understanding about recognising the needs of others.

### **1.3 To what extent do children enjoy their play and learning?**

Children are happy and enjoy their time at the setting. We saw that children were engaged with activities for an appropriate length of time and expressed their enjoyment with smiles and laughter. We saw younger children taking part in a circle time activity, learning about the opticians. They thoroughly enjoyed trying on different styles of glasses and were keen to look for letters they recognised on the eye chart.

Older children were seen to choose what they wanted to play with and chatted happily with us about their favourite toys. We observed one child role playing with a mobile phone, relaying to staff who they were talking to and what the other person was doing. We saw that children were motivated and clearly enjoyed their activities.

Parents can be confident that children are provided with activities that are stimulating and appeal to their interests.

## **2. Care and Development**

### **Summary**

This was a focused inspection and we did not consider this theme. This will be looked at in detail during the next inspection.

### **3. Environment**

#### **Summary**

This was a focused inspection and we did not fully consider this theme. This will be looked at in detail during the next inspection. However, we found that children are cared for in a safe and secure environment which allows them to develop independence and choice.

#### **Our findings**

##### **3.1 How well do leaders ensure the safety of the environment?**

Leaders ensure that the environment is a safe place for children to play and learn. We saw that the premises were secure, visitors were required to sign in and identification was checked. Risk assessments were seen to be appropriate, although these were in need of reviewing. All areas of the nursery were seen to be clean and free from hazards. Daily checks were carried out to ensure that hazards were identified and where possible eliminated. Staff supervised children appropriately, allowing them independence whilst monitoring their safety. This allowed children to take suitable risks in a safe environment. We had received a concern that electrical socket covers had been removed and this posed a hazard to children. Discussion with the RI demonstrated that the decision had been taken following research and advice from professionals. A risk assessment was seen to have been produced and we were provided with documentation that reinforced the decision.

Overall, leaders have appropriate systems in place to ensure that children are cared for in a safe environment.

## **4. Leadership and Management**

### **Summary**

This was a focused inspection and we did not fully consider this theme. This will be looked at in detail during the next inspection. However, some improvements are needed in relation to the day to day management of the service to ensure that it remains compliant with regulations.

### **Our findings**

#### **4.1 How effective is leadership?**

Leadership of the service requires improvement to ensure that it meets the requirement of the Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards for Regulated Childcare. During the last full inspection in June 2017 the RI was notified that the service was non compliant with regulations as she had failed to appoint an appropriately qualified person in charge (PiC) to have responsibility for the day to day running of the service. We were notified in August 2017 that a PiC had been appointed and we were provided with evidence that the new PiC had the appropriate qualifications and experience. However, during this inspection we saw that whilst a PiC had been appointed, she was not employed in a supernumerary capacity as required by the National Minimum Standards for services registered for 20 children or more. Conversations with staff and scrutiny of staff timetables demonstrated that the PiC consistently works in the baby room, where she is room leader and is counted in the ratios of adults to children. Conversations with staff demonstrated that there was some confusion over who was responsible for the day to day management of the service as the RI works in the service on a full time basis and carries out most of the management roles. Whilst she has recently achieved a relevant qualification she does not have the required experience to carry out the role. We discussed this with the RI during feedback and she agreed to take immediate action to rectify it, therefore we have not issued a non compliance notice on this occasion.

We also looked at the complaints procedure and log. We found that leaders had responded to complaints they had received appropriately and in a timely manner. Discussions with the RI evidenced that all complaints had been dealt with in line with the service's complaints policy.

Leaders must ensure that priority is given to the day to day management of the service to ensure that it runs smoothly and complies with regulations.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

Regulation 22 (2)(c) – Arrangements for the protection of children

Regulation 7 (1)(a) – Appointment of a person in charge

### **5.2 Recommendations for improvement**

- Risk assessments should be reviewed

## 6. How we undertook this inspection

This was a focused inspection carried out as a result of a concern received. One inspector undertook one unannounced visit. Approximately 3 hours were spent at the service. The following methodology was used to gather evidence:

- Observations of care routines and practices;
- consideration of a range of documents including policies, risk assessments, staff timetables, complaints/concerns and responses;
- discussion with the RI and staff;
- conversation with one parent;
- conversation with several children;
- visual inspection of inside play areas;
- consideration of information held by CSSIW;
- consideration of information received as a complaint and
- feedback was given to the RI at the end of the visit.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 7. About the service

Type of care provided	Childrens Day Care Full Day Care
Responsible Individual	Rebecca Lee
Registered maximum number of places	56
Age range of children	Up to 12 Years
Opening hours	Monday – Friday 7.00am – 6.00pm Throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	27 June 2017
Dates of this inspection visit(s)	24 May 2018
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	No
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, or intend to use their service. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words</i> ' follow on strategic guidance for Welsh language in social care'.
Additional Information: None	