



Childcare Inspection Report on

Meithrinfa Seren Day Nursery

**University of Wales Trinity St Davids
Lampeter Campus
Lampeter
SA48 7ED**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

12/06/2019

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Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children's well-being
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children's well-being. Where services are poor we will take enforcement action and issue a non-compliance notice

Description of the service

Meithrinfa Seren Day Nursery was registered in June 2016. They provide full day care for a maximum of 36 children aged between six weeks and eight years old. The nursery operates from a self-contained building on the campus of University of Wales Trinity St David's, Lampeter. The service operates between the hours of 8am and 6pm, Monday to Friday. The responsible individual is Dawn Ling and the persons in charge are Annie Morgans and Ffion Thomas. They provide a bilingual service.

Summary

Theme	Rating
Well-being	Good
Care and Development	Good
Environment	Good
Leadership and Management	Good

1. Overall assessment

The children who attend Meithrinfa Seren Day Nursery are happy and settled. The staff interact and respond to children's needs in a caring manner and there is a good relationship between staff and children. The indoor and outdoor environment is secure. Leadership and management provides policies and procedures, which are mostly followed by staff and comply with national minimum standards and regulations.

2. Improvements

Following the visit, we were provided with an updated statement of purpose in line with regulation and national minimum standards as well as a notification informing us, Care Inspectorate Wales, (CIW) of staff changes.

3. Requirements and recommendations

The provider was not compliant with the following regulations during the inspection visit:

- Statement of Purpose: This is because it did not include the information required by regulation.
- Provision of Information: This is because the provider had failed to inform CIW of staff changes.

However, the provider took immediate action and provided CIW with an updated the Statement of Purpose and informed us of staff changes.

We have made recommendations in relation to the four themes. These are listed in detail at the back of the report.

1. Well-being

Good

Summary

Children feel confident, happy and content at this service. Most children are relaxed and happy to make choices and decisions. They are engaged in the activities on offer, being enthusiastic learners and explorers. Children interact well, forming friendships and showing good behaviour. Children's independence is developing well.

Our findings

During the morning of the visit, younger children played with a selection of musical instruments laid out on the floor for them. We also saw them show great enjoyment as they played bubbles with the staff. Some children attempted to blow bubbles independently and beamed with pride as they succeeded. Older children took part in circle time, mark making, threading and role play. During the afternoon, some children were involved in a role play situation in the play kitchen, freely exploring the resources, looking for food and cutlery to play with. Children also took part in outdoor play, looking at the vegetables they had planted as well as accessing the low level climbing frame, playing with a ball and exploring the outdoor environment.

Most children were happy, settled and relaxed during our visit. There were some new starters in the under two's section, these settled quickly as soon as they were reassured by familiar staff members. Children were engaged in their play and there were lots of smiles and giggles as children played and actively explored their environment, showing they were happy and confident. Before lunch, the older and younger children took part in a dancing activity together. Children took an active part in jumping up and down. The children were familiar with the routines of the day, such as toileting and sitting down for food. An older child was given the role of 'helper' during lunchtime and assisted staff in distributing the cups and cutlery. Children smiled and appeared proud as they were rewarded with stickers for their efforts at tidying the resources during the afternoon of the visit.

Children co-operated and behaved well and all children interacted well with other children and staff members. Children happily played alongside each other or joined in with each other's play as they so wished. For example, two children co-operated with each other when playing with the role play kitchen. Children sat and listened well during circle time and when asked questions they took turns to speak. Children explored their environment freely and confidently opening drawers to access toys and resources they wanted. Children enjoyed the outdoor session and eagerly put on their coats. We saw children laughing as they took turns on the climbing frame and slide.

We saw some children beginning to use the toilet independently and being praised for this. All children confidently washed their hands after activity time and before lunch. During lunch time, children fed themselves independently and older children assisted staff in pouring water from a jug. Children responded positively to staff praise.

2. Care and Development

Good

Summary

Overall, staff are efficient at keeping the children safe and healthy following policies and procedures. Staff are good role models, modelling positive behaviours and interactions with children. Staff value children's needs and choices.

Our findings

Staff demonstrated a good knowledge of infection control procedures before lunch, sanitising the tables before serving food. Staff and children washed their hands before lunch. Staff prepared cooked meals for children. On the day of the visit, children ate chilli con carne with potato wedges and mixed vegetables, along with jelly, sliced apple and melon for dessert during lunchtime, and water to drink. Children who did not like the meal were offered an alternative of crackers with celery. Staff provided a varied menu, which promoted healthy eating where fruit and vegetables were offered with each meal. Policies stated that children had access to a water station in each area. We did not observe this in practice during the day of the visit. Policies and procedures were not always followed correctly whilst nappy changing. One staff member kept gloves on to re dress a child after changing a soiled nappy, and the same cloth was used to wipe clean the changing mat following more than one nappy change. Staff ensured that the apron was sanitised between changes and clean disposable gloves were worn for each nappy change. Staff promoted the 'Designed to Smile' programme by encouraging children to brush their teeth.

Staff helped keep children safe as the majority of staff had child protection, food hygiene and paediatric first aid training. Staff were confident and understood the procedures of safeguarding, answering questions on how they would deal with certain safeguarding situations within the nursery.

Staff gave praise as well as rewards of stars for the children's good behaviours for example whilst eating their food, being kind, and tidying well. Staff cheered and celebrated children's achievements as they managed to kick a ball outside, "lei, good job." We also heard staff praise children as they managed to blow bubbles with the wand and as they took part in a mark making activity. Staff provided cuddles for babies and children who were tired and unsettled and immediately reassured the children. Whilst children prepared to play outside, the staff promoted safety by telling children to be careful as they accessed the ramp to go outdoors. Staff were constantly engaged in the children's interactions, sitting and playing on the floor with babies as they played with musical instruments. In the over two's area, staff

sat and sang a birthday song with the children and discussed a Welsh character, 'Sali Mali' who was celebrating her 50th birthday.

Staff provided learning opportunities by reading a story, threading beads onto cotton, mark making and playing instruments. Staff plan for the children's learning based on children's interests. Key workers ensured that the children's next learning and developmental steps were achieved within their activities in the nursery and these were recorded in their learning journals. During the visit, there was no activity plan in place for that day. Leaders told us that they had finished their previous theme the week before and were transitioning to a new theme. The current theme was 'Recycling.' We viewed the planning in place for children aged two years and under. Staff used mind maps with ideas for each theme, however no specific skills were recorded. Planning viewed for children aged two years and over included the areas of the Foundation Phase along with possible activities.

3. Environment

Good

Summary

The premises is clean and well-maintained. There is sufficient space for the children's play and learning. Leaders provide good quality age and stage appropriate toys and resources. Leaders have good policies, procedures and risk assessments to safeguard the children in their care.

Our findings

The premises was locked on our arrival at the nursery and we were asked to show identification badges and sign in the visitors' book. Visitors to the nursery ring the doorbell from the outside to gain access by the leaders and staff. The outdoor area was securely enclosed. Fire drills were carried out regularly on a monthly basis.

The premises was clean and well-maintained, as leaders provided a system where there was a rota of cleaning duties for staff and checklists which were maintained and checked daily. Staff told us that they cleaned toys regularly, however no record was kept of this. Safety gates were erected between the entrance door leading from the foyer, between the two units and the access area to the nappy changing area. On the day of the visit, we viewed the baby sleep room and found the wire for the monitor was hanging at a point where a child standing in a cot could reach it. The responsible individual confirmed during feedback that this had been rectified.

Risk assessments were detailed; however a review date of July 2018 was recorded on risk assessments. Therefore, risks had not been fully reviewed since 2018. The leader informed us that they were due to update these documents. Staff risk assessed the outdoor areas every time the children accessed the area eliminating risks of harm to children. Staff members ensured that all equipment was dry outdoors so that children could play on them safely. On the day of the inspection, there was a tuff spot containing soil and various plastic dinosaurs outdoors. We asked staff members if this area was covered overnight and we were told it was not, however they did check the area before children accessed it. Records show that staff performed fire evacuations regularly. On the day of inspection, we viewed the heating check certificate and this was dated November 2018. We did not have access to fire and electrical test paperwork as these were carried out by the university. The leader told us that smoke alarms were tested weekly by the university. We did view PAT testing stickers on some electrical items and these had been tested in November 2018. Some electrical items seen in the under two's area had not been tested for safety. The leader informed us that these items had recently been added to the area and would be tested.

Leaders had a counter-terrorism policy to safeguard the children and staff on the premises and in their care.

Leaders provided a range of good quality toys and resources for all age and stages of the developmental needs of the children. We discussed toys and resources that promoted multi culturalism and equal opportunities with the leader and staff. We were told that they do not have these at present. The learning areas were bright and colourful with displays celebrating children's work and promoting language and mathematical vocabulary. Some resource drawers were labelled with a visual cue containing a picture and a word, whilst others were not. There was sufficient English and Welsh language books in the reading areas.

4. Leadership and Management

Good

Summary

Leadership is mostly organised and meets the regulations and national minimum standards. Leaders provide a service which has a positive working ethos and staff benefit from a supportive management team. Leaders have good partnerships with parents who are happy with the service and the care provided for their children. Self-evaluation is developmental and constructive based on the needs of parents, children and staff. Updated policies by leaders provide the staff with knowledge and skills needed to care for the children effectively.

Our findings

Leaders have a statement of purpose in place, however this required updating to be in line with regulations and the national minimum standards. This was rectified immediately following the inspection visit. The leader ensured that policies and procedures were in place, however not all were implemented as noted in the procedures. For example the nappy changing procedure. Some policies referenced a registered person rather than a responsible individual and some referenced the Foundation Stage rather than the Foundation Phase. Leaders keep records of incidents and accidents and ensured that parents and staff sign these records. They also recorded existing injuries and parents sign these records, however multiple records were recorded on the same page rather than individual pages for each record. Leaders provided appraisals for staff at this service and supervisions were undertaken regularly. Staff told us that they felt well-supported by leaders at this service, "It's like one big family here. I feel well supported and get to go on training courses that interest me. We work well together."

The most recent quality of care report was compiled by leaders in May 2019 and included views and ideas from management, staff, children and parents who used this service. Parents mentioned "My child loves nursery and has settled well. My child has been brought out of her shell and her confidence and speech have improved." Leaders have responded to all questionnaires received and acted upon their suggestions.

Leaders have comprehensive staff files which were all compliant to regulations and Disclosure and Barring Service checks were updated and valid. We found that some written references had been put in place after staff had started their role. However, the leader informed us that they always contact referees by telephone prior to staff starting employment at the service. There was sufficient numbers of staff on duty and a supernumerary member of staff to take care of other office duties. We viewed staff registers

and found that staff to child ratios were upheld. Children's registers were kept with an arrival time, however staff did not always record the children's time out on the registers.

Partnerships with parents were positive as we heard staff giving feedback to parents on the collection of their children in the nursery. Parents also received a written account of their children's activities, eating habits and any other toileting needs during their day at the nursery. We spoke to parents who were more than happy with the service and care given to their child. Questionnaires returned to CIW evidenced this too, with comments such as, "This nursery is brilliant. The time and effort they put in these early years are second to none. Outstanding service" as well as "Seren Nursery is a lovely environment. My child has thrived since being part of it. The staff treat my child like being part of a family." There was an information board for parents in the foyer of the building giving information on the policies and other news about the nursery as well as policy of the week on display and a suggestions and comments box for feedback. Leaders told us they had links with the community, including visiting the old people's home regularly, the local library and leisure centre. Leaders have arranged activities on festivals and celebrations of different religions and ethnic minorities including Chinese New Year, as well as celebrations of Christian worship such as St David's Day, Christmas and Easter stories.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

- Staffing: There was an insufficient number of suitably qualified staff caring for the children.
- Keeping of records: There were not accurate records of children's attendance.

A non-compliance notice was issued in relation to the above.

- Safeguarding and welfare: proper provision was not made for the care and welfare of older children during the lunch time period
- Employment of staff: the responsible individual had not established a system for all staff to receive regular supervision.

The above non-compliance have been met.

5.2 Recommendations for improvement

We recommended that:

- staff consider children's ideas within themes;
- staff ensure children's registers are fully completed to reflect the time they left the service;
- hygiene practise is improved within nappy changing;
- staff date children's work to monitor progress/regression;
- planning is in place prior to activities taking place;
- a water station is made available for all children, as the policy states;
- PAT testing is carried out on all electrical items;
- risk assessments are reviewed by the review date recorded;
- all outdoor activity trays and tuff spots are covered when not in use;
- multi-cultural and equal opportunities resources are considered;
- existing injuries are recorded confidentially; with a separate page for each entry;
- policies reference the Foundation Phase and responsible individual and
- all written references are in place prior to staff starting employment at the nursery.

6. How we undertook this inspection

This inspection was undertaken by one inspector and a colleague from CIW as a part of the scheduled inspections and took place on 12 June 2019 for approximately 7 hours. As a part of the inspection:

- we made general observations of the interactions between the staff and the children attending the service;
- we spoke to leaders and staff members working for the service and provided questionnaires for the staff to complete, if they so wished;
- we viewed records and documents including the attendance register, children's contracts, policies and procedures, accident and incident records, medication records, the service's statement of purpose and quality of care report, and
- we performed an inspection of the environment indoors and outdoors.

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
Responsible Individual	Dawn Ling
Person in charge	Ffion Thomas Annie Morgans
Registered maximum number of places	36
Age range of children	6 weeks to 8 years
Opening hours	8am to 6pm Monday to Friday
Operating Language of the service	Both English and Welsh
Date of previous Care Inspectorate Wales inspection	8 December 2016
Dates of this inspection visit	12 June 2019
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 provides an 'Active offer' of the Welsh language. It provides a service that anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.
Additional Information:	

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