



Childcare Inspection Report on

Meadowbank Day Nursery

**Unit 1
Castle Meadows Park
Abergavenny
NP7 7RZ**



Date Inspection Completed

16/04/2019

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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

Meadowbank Day Nursery operates from a purposely converted industrial unit on the Castle Meadow industrial estate in Abergavenny. It has been registered since September 2016 to provide care for a maximum of 82 children up to the age of 12 years. The Registered person (RP), with overall responsibility for the service is Claire Pudney. A Person in Charge (PiC) is employed to take responsibility for the day to day management of the service. Care is provided Monday to Friday, 8.00am to 6.00pm all year round. The main operating language is English with use of incidental Welsh.

Summary

Theme	Rating
<u>Well-being</u>	Excellent
<u>Care and Development</u>	Excellent
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

1. Overall assessment

Meadowbank Day Nursery is a very well run service. Children are happy, settled and enjoy a wide variety of stimulating activities that appeal to their interests. There are excellent opportunities for children to develop independence. Staff are well qualified, conscientious and knowledgeable about child development. They know the children well and provide excellent care. The nursery has been thoughtfully converted to provide an open plan space which allows children to move freely. It is clean, well maintained and decorated to a very good standard. Leadership and management is strong. Paperwork is of a very good standard, well organised and ensures that the service meets the requirements of the Child Minding and Day Care Regulations (Wales) 2010 and National Minimum Standards and often exceeds them.

2. Improvements

This was the first inspection since the service was registered.

3. Requirements and recommendations

There were no areas of non compliance identified during this inspection. Good practice recommendations are referenced in the body of the report and summarised towards the end.

1. Well-being

Excellent

Summary

Children are happy and settled at the service. There are excellent opportunities for them to develop independence and follow their interests. Children are self motivated and engaged in activities that appeal to their interests. They have formed very positive relationships with staff and peers.

Our findings

Children at the service have a strong voice. They are confident to communicate because they know that they will be listened to. We saw that younger children contribute to ideas for themes and topics through circle time and small group activities and their interests are taken into consideration. For example, activities had been planned around superheroes as this was something children talked about a lot. Babies and toddlers were able to move freely between activities they chose and were supported by staff. Older children attending the holiday club are consulted about the activities they would like to do both ahead of time and during the day and their requests are acted upon. However, their ideas and contributions are not formally recorded and this could be developed.

Children feel safe, happy and know that they are valued. We observed children to be very relaxed and comfortable. They have formed positive attachments to the staff and this helps to develop a sense of security. The service operates a key worker system providing children with continuity and stability. Routines are very well established and children know what to expect. For example, children taking part in a fire drill responded calmly and clearly knew what to do in the event of an emergency.

Children interact positively with staff and their peers. The service has a very calm atmosphere and we observed children playing happily together or alongside each other depending on their age and stage of development. For example, we observed a member of staff completing a puzzle with a child. Another child approached and said *"Can I help?"* The staff member responded *"Of course you can. Would you like to work together?"* The two children continued to work together to complete the puzzle, chatting enthusiastically about what they were doing. Older children have formed friendships and had good bonds with staff, often inviting them to join in with their games and they enjoyed the interactions.

Children are very well motivated and clearly enjoy their time at the service. Throughout the visit we observed children of all ages totally engaged in their play and this resulted in a quiet and calm atmosphere. They were able to move freely between activities and follow their interests, providing them with excellent opportunities to develop independence and make appropriate choices. Younger children have free flow access to the outdoor play area and we saw that children got their own coats before playing outside. They knew where to find them, as they have their own coat pegs, and made very good efforts to put them on, supported by staff if needed. Children access toilet facilities independently, when

appropriate, supported by staff with reminders about hand washing. The service operates a rolling snack time, allowing children to decide when and what they want to eat and drink. They are developing excellent self help skills in this area. For example, we observed children helping themselves to snack, pouring their own drinks and clearing away after themselves.

2. Care and Development

Excellent

Summary

Staff are caring and responsive to individual needs. They are very well qualified and enthusiastic about their roles. Interactions are well managed and there are consistent expectations of behaviour. Staff are very confident with systems and procedures for keeping children safe and healthy and safeguarding is given high priority.

Our findings

Staff are conscientious in their duty to keep children safe and healthy. There are robust systems in place to ensure that accidents and incidents are recorded. Records we saw were of the expected nature for the age range of the children and did not raise any concerns. The process for administering medication was also firmly embedded and records were detailed. We spoke to staff who were very confident about safeguarding procedures. All required training such as food hygiene, paediatric first aid and safeguarding were up to date. Staff have also had training on 'Prevent' which is a government initiative to support child care providers to recognise signs of extremism and radicalisation.

Children are provided with healthy snacks and meals and drinking water is available at all times. The cook has completed the Community Food and Nutrition Skills for the Early Years training and has taken into account the most recent Welsh Government guidance on food and nutrition when planning menus. The service has been awarded the Monmouthshire Healthy Snack Award and is working towards the Healthy and Sustainable Pre-school award. Children take part in the Design to Smile initiative to learn about good dental hygiene. Staff in the baby room have all completed the Safe Sleeping training and we saw records of checks carried out every ten minutes when babies are asleep.

Staff have consistent expectations of behaviour and work in line with the behaviour management policy. They treat children and each other with respect and are good role models. On the day of our visit we noted that there was a very calm atmosphere at the service. We did not observe any unwanted behaviour and heard lots of reminders for positive behaviour such as sharing, turn taking and 'kind hands, kind feet'.

Staff meet children's individual needs very well. They are knowledgeable about child development and have attended a very good range of training to ensure their knowledge remains up to date with best practice guidance. Activities are planned fortnightly around a topic and staff told us that they gather children's ideas and start with what they already know. Key workers are responsible for carrying out observations identifying next steps in children's learning. We saw that records were very detailed and meaningful. We observed small group activities with a focus on colours, numbers, Welsh and matching. We also saw children taking part in story time, circle time and singing. Records showed that most children make good progress in line with their age and stage of development.

3. Environment

Good

Summary

Children are cared for in a safe and secure environment. The building has been thoughtfully converted and decorated to a high standard. There is plenty of space for children to move freely and resources are plentiful. Storage is at low level, allowing children to access resources independently.

Our findings

Leaders ensure that the environment is safe and secure. Exits to the nursery are secure. We noted that visitors are required to sign in and out and identification was checked. The outside play space is level and secure. Gas and electrical safety checks are current and insurance policies are up to date. Risk assessments are detailed and ensure that risks to children's safety are identified and where possible eliminated. Fire drills are carried out regularly and we noted that staff and children were very confident with the procedure. Staff also told us that they carry out reverse drills in case the children need to move inside quickly. Detailed records are kept and notes are made of any relevant issues encountered. The indoor and outdoor environment is suitable for the age range of the children. It has been thoughtfully converted to provide large, open play spaces in which children can move freely. The outdoor play area is level and has been fitted with false turf and safety flooring. The outdoor area is still being developed. However it is well resourced and includes a 'reading hut' which is cosy and resourced with small sofas and cushions. Babies have a separate outdoor play space with lovely resources to support their gross motor skills. Babies are cared for in a dedicated space, partitioned from the main playroom for safety. Out of school care and holiday club has a dedicated room upstairs. This is well furnished and resourced and offers older children a 'club house' style space, away from younger children. The main play room has a dedicated 'café' area where children have snacks, meals and drinks. This is a lovely area which allows children the freedom to choose when they have snack rather than being restricted by routines. Tables and chairs are of appropriate size and design, allowing children very good levels of independence. There are colourful displays around the building including key vocabulary in English and Welsh. Children's work is displayed in the out of school room. However, we noted that there were limited displays of younger children's work in the main play room. Resources and equipment are of good quality and plentiful. However, we discussed the possibility of including more natural and recyclable resources with the RP and PiC. We saw that there were cleaning rotas to ensure that resources are cleaned regularly. There are a good number of multicultural resources such as books, dolls and puzzles to support children's knowledge of cultural diversity.

4. Leadership and Management

Good

Summary

Parents and children receive a consistent, reliable, high quality service which is well run, with due regard paid to the regulations and National Minimum Standards for Regulated Childcare. The provider is committed to improving outcomes for children, reflecting on practice and is proactive in planning for improvements to the service and for the continuing professional development of staff. The service is also proactive in engaging with families and in sharing information with them about their child.

Our findings

Children and parents benefit from a well run and planned service. The service has a Statement of Purpose in place which contains the information required by the regulations, is clear, and is kept under review. We examined the service's policies and found them to be thorough and kept under review. The records we saw showed that staff record accidents, incidents and medication appropriately. The registers of children's attendance contained all of the necessary information and are completed in a timely manner. Children's records also contained the required information to ensure staff are able to meet the children's needs.

Children and parents benefit from a service which is committed to providing high quality care. There is a system in place to ensure that a formal self evaluation of the service is undertaken on at least an annual basis. The Quality of Care report demonstrated that the service consults with parents to review the quality of care provided and considered a detailed action plan of intended improvements for the next 12 months. However, it did not demonstrate consultation with staff, children and relevant external agencies, which is required.

The service is effective in managing staff, their time and prioritising activities responsively to ensure that children's needs are met in a timely manner. Staff are very well organised and we saw that this allowed them to remain calm whilst delivering care, which has a positive impact on the children's mood and their interactions. Robust procedures are in place to ensure the persons caring for children are suitable and qualified to do so. DBS (Disclosure and Barring Service) checks and mandatory training is renewed as necessary. We examined a sample of staff files and found that they contained all necessary pre-employment checks. Staff induction is undertaken in a planned manner, supervisions are conducted with each member of staff regularly and appraisals are undertaken annually. The service has shown a commitment to promoting the continuing professional development of its staff by encouraging them to undertake training courses to further improve their understanding of childcare and related matters.

Children benefit from the strong partnerships the service has fostered with parents and other parties. Children have their needs and preferences identified through a child record form completed for each child by their parent. Staff are available to talk to parents each day to inform them of how the child has been. All parents we spoke to gave high praise to the service, and questionnaires they completed for the nursery's Quality of Care review were positive across the board and included comments such as "I have confidence in the staff caring for my child", that the nursery was "brilliant with settling in" and that their child has "so much to do". The service also made links with a local care home in September 2017. Children visit once a month and we saw photographs which showed the children engaging in activities with the home's residents.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Include examples of children's work on displays in the main play room;
- consider introducing a wider range of natural and recyclable resources and
- include views of children, staff and external agencies in the quality of care report.

6. How we undertook this inspection

A full, unannounced inspection which examined all four themes was undertaken by two inspectors. Approximately eight hours was spent at the setting by both inspectors. The following methodology was used to gather evidence for this report:

- Discussions with the RP / PiC and members of staff;
- observations of care routines and practices;
- visual inspection of the premises and resources;
- conversation with the children and several parents and
- consideration of a range of policies, procedures and record keeping;

Feedback was given at the end of the visit and recommendations were discussed in full.

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	Claire Pudney
Person in charge	Nicola Pritchard Claire Pudney
Registered maximum number of places	82
Age range of children	Birth to 12 years
Opening hours	Monday to Friday 8.00am to 6.00pm All year round
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	Post registration inspection
Dates of this inspection visit	16 April 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 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 'More Than just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: None	

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