



# Childcare Inspection Report on

**Darling Buds Nursery**

**Seaway House  
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Butetown  
Cardiff  
CF10 5AH**



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## **Description of the service**

Darling Buds Nursery is based in Bute town, Cardiff Bay and was registered in March 2018 as a limited company. However, Darling Buds nursery has operated from this premises for over 23 years since 1996 as a sole trader. The service opens Monday to Friday 7:45am to 6:00pm and provides full day care for 105 children between the ages of 6 weeks to twelve years. The service is run by Darling Buds Nursery limited who has appointed a Responsible Individual (RI) and a Person in Charge (PiC). The RI has the overall responsibility to ensure that the service is operated in line with the National Minimum Standards and Regulations. The main language of the service is English with some incidental Welsh used throughout the day.

## **Summary of our findings**

### **1. Overall assessment**

Overall, we found that children receive a suitable standard of care. The children are settled in their groups and able to explore their designated areas within the service. They have formed friendships with their peers and most have developed relationships with adults. Staff at the setting provide a mix of free play and focused activities for children, which help them to learn. We identified non compliance issues in relation to some hazards in the environment. However, these issues were isolated matters and the RI took action to meet compliance before the end of the inspection process. Overall, the environment is safe and there is sufficient space for play and learning. The staff use the space available flexibly and children have access to a small well-equipped outdoor area at set times in the day. Management of the service is effective in some areas, however, leaders do not always ensure that staff follow their safeguarding policies and procedures consistently as required within regulations.

### **2. Improvements**

This is the service's first inspection since registration as a limited company. However, following the inspection the RI provided evidence that a number of improvements have been made to ensure that issues identified at the inspection were addressed. These include;

- Audited resources in all areas to ensure there is adequate continuous provision available to engage and support the development of the children;
- reorganised the arrangement for feeding babies to ensure that staff are facing babies when feeding;
- complaints policy updated with how children can raise a concern;
- safeguarding log to be updated in line with policy and information to be recorded consistently by all staff and

- staff promoting children's voice by involving them in planning for activities.

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

At this inspection the service was not compliant in relation to following safeguarding policies and procedures and some hazards in the environment. However, the RI took immediate action to address these and we have not issued non-compliance notices in respect of these matter on this occasion.

Recommendations have been made in respect of the Care and Development and Leadership and Management themes which are summarised at the end of the report.

# **1. Well-being**

## **Summary**

Overall, children are able to learn and develop as individuals, in a nursery which provides activities suitable for their age and stage of development. Children are comfortable in the setting and most confidently explore the areas available to them. Children are familiar with the routine and have developed friendships with their peers. There are some opportunities for children to be independent and they can develop self-help skills.

## **Our findings**

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

Children are able to make choices and express themselves. They have the freedom to choose their own toys and activities. Throughout our inspection we saw children of all ages pick out toys and resources of their choice and move from one activity to another. In the after school club children arrived and immediately went to toys and activities of their own choosing. Some children chose role play activities, for example, whilst others played alone or in pairs. Children do have some say and input into planning. They were very confident to speak out and comfortable to tell staff what they thought. We spoke to a group of children and they told us that they could speak to staff if they were worried about anything.

Children's views are valued and taken into account. This promotes their confidence and self-esteem.

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

Children are forming friendships with others and are comfortable and happy in their surroundings. We saw children of different ages participating in activities and enjoying their play. There were lovely examples of children playing together during a role play activity. Children were smiling and there were natural conversations between them and staff. The babies showed complete trust in their carer and enjoyed cuddles and reassurance from staff. Older children told us that they enjoyed attending the after school club and like the food and the staff.

Children are well cared for, secure and at ease in the nursery. This promotes their well-being.

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

Children demonstrate an ability to manage their behaviour and are learning to consider the needs of others in relation to sharing and taking turns. Older children are able to co-operate and play with their peers without the need for adult intervention. Children played very well together and co-operated with each other during group activities. One child kindly went and poured a drink of water for another child and this was noted by a member of staff who complimented the child for their kindness. In the

after school club older children displayed similar positive behaviour. For example, they played well together and chatted together in groups.

Children are learning valuable social skills and demonstrate an ability to co-operate and play well together. This promotes their social development.

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

Children have the opportunity to follow their own interests, enjoy their play and gain a sense of achievement. They are learning new skills and the play opportunities are appropriate for their stage of development. We observed predominately self-directed play whereby children were given the space and time to undertake activities which sustained their interest. There was a lovely role play activity which involved a number of children in a pretend cooking activity and two children took pride in making us a 'sandwich' and a 'cup of tea.' This activity captured their interest for a period of time and promoted their imagination. Other activities included sand play, building a tower and play with dolls and cars. Younger children were confident to show us the toys they liked to play with and pointed them out to us or picked them out so we could look at them. Older children were suitably occupied in age appropriate tasks and we spoke to six children from the after school club all of whom said they liked it.

Children have a good range of play opportunities which benefits their all-round development.

#### **1.5 How well do children develop, learn and become independent?**

Children's are encouraged to develop their self-help skills and independence. They demonstrate a sense of achievement and pride in what they do and are confident trying out activities and playing with different resources. Children accessed the toilet facilities freely with appropriate assistance depending on their age and needs. Before messy play children were prompted to put on their own aprons and where able children were seen to pour their own drinks and service themselves finger foods. When they attempted tasks staff readily acknowledged their achievement with comments such as 'good boy' and 'well done.'

Children are developing appropriate self-help skills which is important in preparation for more formal education.

## **2. Care and Development**

### **Summary**

Overall, we found that staff are aware of their roles and responsibilities in caring for children. Most of the staff team have undertaken further training to enhance their knowledge and continue their professional development. They are responsive to children and make them feel welcome. However, care must be taken to ensure that policies are followed consistently by staff including safeguarding procedures.

### **Our findings**

#### **2.1 How well do practitioners keep children safe and healthy?**

In general there are systems in place which are designed to promote the health and safety of children. There is a safeguarding policy available that outlines the procedures for making referrals of concerns for children to an appropriate agency if needed. However, we saw that this procedure was not followed accurately by staff or management in all instances and the documentation lacked detail. We notified the RI that this was an area of non compliance. Following the inspection the RI provided evidence that all staff had received safeguarding refresher training, documentation, including the safeguarding policy had been reviewed and developed, therefore meeting compliance. Appropriate fire safety procedures are maintained and staff have first aid training. We discussed the need to practice fire evacuations more regularly due to young age of some of the children. We looked at a range of documents including fire, medication and allergen records. We found that these records were up to date and where required had been signed by staff and parents. Food was stored appropriately and hand washing procedures were followed. Healthy snacks and meals were provided for children during our inspection and the nursery is signed up for the Healthy and Sustainable Pre-School scheme. The nursery is also part of the Designed to Smile programme.

Children's health, safety and well-being is given due regard however, care must be taken to ensure staff always follow their policies and procedures at all times.

#### **2.2 How well do practitioners manage interactions?**

Staff manage interactions well and support children's behaviour in a positive way. There is a behaviour management policy which sets out appropriate strategies staff should use if they see unwanted behaviour. We did not observe any unwanted behaviour during the inspection. Children were polite to each other and staff pointed out the importance of sharing and being kind. We frequently heard them prompt children to say 'please' and 'thank you' and in turn staff were polite and respectful to the children. Children were praised for their efforts and their achievements were acknowledged

Staff employ positive strategies to encourage good behaviour. This promotes children's social development.

### **2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?**

The staff team provide nurturing and responsive care which meets children's needs. The Foundation Phase and Birth to Three Matters are used to ensure that children receive a wide range of interesting and stimulating activities. There is key working system in place and staff carry out I observational assessments of the children which are linked to planning. These planned activities are flexible and responsive and reflect children's interests and needs. Following discussion with the RI and PiC, we were provided with evidence of how staff were gathering children's views and actively involving them in planning for activities.

Children benefit from a good range of opportunities and experiences.



### **3. Environment**

#### **Summary**

Overall, we found that the setting is maintained to an appropriate standard and suitably resourced. Children are cared for in a secure, clean environment. Children have access to a small outdoor area which is well resourced. Increased attention is required to ensure that any hazards in the environment are identified and addressed without delay.

#### **Our findings**

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

The premises are well maintained, with risk assessments in place to promote the safety of the children. There was a secure door entry system and a visitor's book present to control and monitor people entering the building. We saw records and risk assessments to evidence that regular safety checks are in place. However, on the first day of our inspection we noted some isolated hazards in the environment. We informed the RI that this was an area of non compliance. She took immediate action and these were removed before our second visit, therefore achieving compliance. We saw that sleeping babies were checked upon frequently and that the environment was clean and clutter free. Fire safety policies and procedures were in place and these safety procedures also included undertaking fire evacuation drills with the children. The nursery had recently had an inspection from the Food Standards Agency and had been given a rating of 5. Electrical and gas safety certificates were in date. All accidents and incidents had been recorded and signed by parents and the nature of these accidents/incidents were in keeping with the age and stage of development of children and did not raise any concern with us regarding the appropriate supervision of children.

There are good measures in place to ensure the safety of the environment is maintained.

##### **3.2 How well do leaders ensure the suitability of the environment?**

The layout and design is such that children have different spaces to play and learn and the premises is suitably decorated. The nursery is large, has a number of base rooms for children, set out over two floors. The facilities are welcoming and attractive and provide a suitable environment for play and learning. The play rooms are light and airy. The rooms provide sufficient facilities and resources with areas for messy play, book areas and general play areas all of which appeared clean and well cared for. The outside play area is accessed from the two base rooms downstairs and although small, is well supplied with a good range of outdoor equipment. We saw children enjoying playing with wheeled toys, sand and water. The toilets are easily accessible by children who are encouraged to use the facilities independently as appropriate. We discussed the recent refurbishment work including the addition of a toilet in the afterschool area and the RI explained that this was due to be completed in the near future. We saw

children's art work displayed some play rooms and storage for their belongings which gives children a sense of belonging. Resources and toys were accessible and we saw young children easily locate toys without the need for adult assistance. The RI confirmed that she would continue to increase Welsh, multi-cultural and natural sustainable resources for the children's use. This could be seen to have already developed within the Flying Start area.

The nursery offers sufficient space for children's play and learning and the RI ensures that areas are maintained appropriately.

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

There is sufficient space and equipment to support children's play and learning and resources are age appropriate and suitably challenging. There were seating areas, child sized tables and chairs and sleep areas for babies and toddlers. Most resources are accessible for children and we saw babies, toddlers and older children pick out toys and games as storage was at a suitable height for them. In the after school rooms, children had access to toys and games which were age appropriate and provided suitable challenges. We noted that play rooms were cleaned by staff as and when required and equipment was in good working order.

The RI ensures that resources and equipment is of a suitable quality and standard to benefit children's welfare and learning.

## **4. Leadership and Management**

### **Summary**

Overall, we found that the setting has adequate systems in place to manage their service. The RI was very receptive to feedback and demonstrated a commitment to address non compliance issues and good practice recommendations discussed. The recruitment and management of staff is effective. We made some recommendations which could improve the quality of operational systems.

### **Our findings**

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

There is a Statement of Purpose which provides an accurate picture of the activities and facilities the nursery offers. There is a policy file which contains relevant information about the service's values. Following discussion, the RI devised a new child friendly complaints policy so that children are clear about how they can make a complaint should they wish to do so. There are up to date accident records signed by staff and parents. There is a concerns file and whilst information is recorded and acted upon, records need to be more robust and specific in relation to times, dates and action taken. The RI addressed this issue and updated all staff on procedures. Registration forms and contracts contained relevant information and up to date details on children. Appropriate permission slips are completed and we noted that there was current public liability insurance.

The RI manages the service is run in an effective manner which some modifications required to some records and documents.

#### **4.2 How effective is self-evaluation and planning for improvement?**

There are systems in place to monitor and review the service to ensure there is effective planning for improvement. Consultations with children, parents and staff had been undertaken in order to feed into the quality assurance report. They had identified areas they wished to improve and we discussed elements of their action plan for the coming year. Staff meet in team meetings to share good working practices, update their knowledge and to implement any changes needed. Parents we spoke to told us that they understand the process for raising complaints and feel confident that they will be acted upon.

The service plans and implements improvements to improve the experience and learning opportunities for children.

#### **4.3 How effective is the management of practitioners, staff and other resources?**

The management of the service is effective. We discussed the recruitment process of new staff and looked at all the documents to demonstrate suitability of the current staff. We found that appropriate documents were in place including up to date Disclosure and Barring Service (DBS) checks and references. We noted that the information was organised and kept together and that this aided the monitoring

process. We found that the staff group is experienced and receive individual supervision meetings from the person in charge where they are able to reflect on their practices and discuss any development needs. Staff are encouraged to train and we found that staff are appropriately qualified. This ensured that there was sufficiently qualified and experienced staff for the range of children cared for at the service. Staff views following any training were welcomed by management and there were records demonstrating that team meetings for the exchange of information were held regularly.

There are systems in place to ensure that staff and resources are managed so that the nursery can operate smoothly.

#### **4.4 How effective are partnerships?**

Staff and managers understand the importance of good relationships with parents in order to meet children's needs. Parents we spoke to said that they speak with staff at the beginning or end of each session and are kept well informed about their children's progress and any issues during their session. Any decisions relating to children's care are discussed with parents before they start attending the nursery. Parents we spoke to reported that they were happy with communication with the nursery. During the inspection we found that discussion with all managers was open and constructive.

Good partnerships are fostered in order to better meet the needs of the children.

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

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

First Inspection.

### **5.2 Recommendations for improvement**

- Further increase opportunities for children to develop their independent skills at mealtimes;
- review the Public Health's Infection Control Audit Tool for Day Care Settings to reduce the risk of spread of germs;
- increase the availability of Welsh, multi-cultural and natural sustainable resources;
- monitor the length of time children sat at the table waiting for meals to be served;
- complete programme of refurbishment and decoration of the afterschool toilet and ensure all facilities freely available and easily accessible;
- complete fire evacuation drills more regularly due to young age of children and
- staff to sign in and out when leaving the building on pickups and drop offs.

## **6. How we undertook this inspection**

This was a full inspection of the service undertaken as part of our normal schedule of inspections. We also considered the contents of a complaint received regarding the leadership and management of the service.

- Two inspectors undertook an unannounced visit to the service over two days; we observed the children and the care they received at Darling Buds Nursery at different times throughout the day. We used our 'SOFI' tool to capture evidence of children's engagement and the care being provided by staff;
- We spoke to children, staff the PIC and the RI. We gave formal feedback at the end of the inspection;
- We looked at a wide range of records including four staff files, case tracked four children's records and a sample of other records maintained at the setting including accident records, attendance registers, Statement of Purpose, policies and procedures and the Operational Plan.

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

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

## 7. About the service

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| Type of care provided  | Childrens Day Care<br>Full Day Care   |
| Responsible Individual   | Cheryl Salley   |
| Person in charge   | Claire Potter   |
| Registered maximum number of places  | 105   |
| Age range of children  | 6 weeks to 12 years   |
| Opening hours  | 7:45am to 6:00pm Monday to Friday   |
| Operating Language of the service  | English   |
| Date of previous Care Inspectorate Wales inspection                            | First Inspection Post Registration as a limited company.  |
| Dates of this inspection visits  | 5 & 6 March 2019  |
| Is this a Flying Start service?  | Yes   |
| 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 is working towards providing an 'Active Offer' of the Welsh language. We recommend that the service provider continues to consider the Welsh Government's 'More Than Just Words follow up strategic guidance for Welsh language in social care.' |
| Additional Information: None   |   |