



Childcare Inspection Report on

Sadie and Franks Nursery Ltd

**Unit 3
Kingswood Court
Ogmore Road
Bridgend
CF35 5BP**



Date Inspection Completed

05/08/2019

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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

Sadie and Frank's Nursery Ltd was registered with Care Inspectorate Wales (CIW) in December 2018 to provide day care for a maximum of 19 children. They operate Monday to Friday between 7:30am and 6pm from a self-contained building in Bridgend. Care is provided through the English language, with some incidental Welsh used. The responsible individual is Colum Sullivan and the persons in charge are Laura Jones and Carlene Jenkins.

Summary

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

1. Overall assessment

Children at Sadie and Frank's Nursery are happy, settled and have some opportunities to make choices about their play. They are active and enjoy access to toys and resources laid out for them. They have some opportunities to develop their independence although this could be further developed. Children are developing good bonds with other children and with their carers. Staff keep children safe and healthy in the main, and consistently use positive reinforcement to promote good behaviour. Staff provide an adequate range of play and learning activities, however there are areas for improvement. Sadie and Frank's Nursery offers a warm, child friendly environment with ample room for children to play. Some resources and equipment are child sized and suitable for the age and development of the children attending. A satisfactory range of safety procedures and risk assessments are in place, however some risk assessments do not encompass all aspects. Leaders are relatively well organised and ensure that procedures are in place to support the service. However, policies need updating to clearly reflect the service offered. Leaders have developed positive partnerships with parents/carers.

2. Improvements

The leaders have purchased new resources for the outdoor play area.

3. Requirements and recommendations

We informed the responsible individual that improvements are needed in relation to: Regulation 28: Suitability of Workers – This is because not all suitability documentation was in place for all staff members.

A notice has not been issued on this occasion as there was no immediate or significant

impact for children using the service. We expect the responsible individual to take action to rectify this and it will be followed up at the next inspection.

We made some recommendations. These are detailed at the back of the report.

1. Well-being

Adequate

Summary

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. Generally, children have some opportunities to learn and develop as individuals through activities that are suitable for their age and stage of development.

Our findings

All children coped well with separation from their parents and appeared settled. Children had a good relationship with their carers, were relaxed and happy in their company, often moving physically closer to them and seeking cuddles. There were lots of smiles and giggles as children played and actively explored their environment showing they were happy and confident. Older children appeared happy as they took part in a play dough activity with a staff member. Children playing in the ball pit smiled at each other as they picked up a variety of coloured balls. The children were familiar with the routines of the day, such as toileting and sitting down for food. Children were given some opportunities to choose, including whether or not to take part in adult led activities or to follow their own interests. One child pointed to the crayons and paper in the under two's section and was handed these resources by the staff member and was asked, "Do you want to colour?"

Children smiled and appeared proud as they were praised verbally for their efforts when completing tasks such as cutting their own food lunch time.

Children were co-operative and well-behaved and almost 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. An older child immediately interacted with a child that arrived later. Two children in the under two's section co-operated well with each other when looking at an interactive story book with a member of staff. One child preferred to play alone in the over two's, rather than with the others, but willingly followed the routine. Children were seen chatting to each other happily during snack and lunch time.

Whilst children waited for their lunch, a staff member asked children what they would like to sing. However, children's choice of song was not granted and the staff read a story instead. A child in the under two's section led a staff member to their bag placed on the hook. The staff member acknowledged the child's wish and asked what they wanted from the bag. The child accessed the bag and brought out their hat and placed it on their head proudly. Children confidently stated when they wanted more to eat or if they'd had enough food and this was always acknowledged, "I want more peas?"

2. Care and Development

Adequate

Summary

Staff are committed to keeping children safe and healthy. However, some staff need to familiarise themselves with policies and procedures in relation to hand washing, nappy changing and safeguarding to ensure that children remain safe and healthy. Staff are positive role models, manage children's interactions well, have good knowledge of the children in their care and are able to meet most individual needs.

Our findings

Some staff members had received training that help to ensure that children are kept safe and healthy, including food hygiene, first aid and child protection. However, when we presented questions to the responsible individual and staff about scenarios regarding safeguarding children, not all were clear on the procedure to follow. The person in charge and staff members were not aware of The Prevent Duty, however it was included in the safeguarding policy.

Staff promoted healthy eating during the visit by offering apple for the children to snack on, and by providing a rotating three weekly menu that was varied and healthy. We viewed a sample of the menus and found children were given a range of wholegrain cereals, fresh fruits and vegetables. Children were offered quorn lasagne with peas and garlic bread for lunch. Staff members prepare food at the nursery on a rota basis. Staff members wore disposable aprons when dealing with food. Fresh drinking water was available for the children. The leader told us that staff encouraged the children to be physically active by regularly taking them outside to play as well as offering a soft play session on a regular basis in the centre next door. We did not see children access the outdoor area during our visits, however the visits took place on hot days. Staff told us that children had accessed the outdoor area before our arrival. Staff ensured that children with food allergies were kept safe and that different coloured plates were provided for them during meal times. Leaders had not ensured that all children had permission in place for emergency medical treatment, the administration of medication, as well as permission to travel in staff member's vehicles when going on visits.

The older children were encouraged to wash their hands after using the toilet and before they ate, but the younger children's hands were not washed or wiped. Some staff washed their hands before helping children to eat, but not all. Other infection control practices were not followed by staff, such as wiping tables and highchairs down with anti-bacterial spray prior to food. During nappy changing, a clean, disposable apron was not always worn for each nappy change. However clean gloves were used for each nappy change. Staff transferred children back to their base rooms wearing the disposable apron, without washing their hands. The policy stated that staff and children would wash their hands

following a nappy change. The changing mat was sanitised between changes with an anti-bacterial spray. The changing mat needed replacing as one edge was torn. Members of staff remained with children whilst they slept, observing at all times, as well as keeping a written record of observations during sleep time.

Staff managed children's behaviour positively. Staff used praise to encourage children and reward them for completing a task or action well. They responded to unwanted behaviour with, "No thank you. Kind hands please." Staff promoted the use of manners during snack time by reminding children to say 'please' and 'thank you.' Staff told us that they used stickers as a reward and we saw children being rewarded with stickers for eating their food during lunch time. Staff reminded children to be gentle with one another as they played in the ball pit, "Gentle now. Be careful." Staff promoted sharing as children played with the resources, "You need to share, okay?" Staff praised children verbally as they played. We heard one staff member say, "Clever girl. Well done" as the child managed to enter the ball pit independently. Most staff knew the children they were working with well and knew what the children responded to and what their triggers were. For example, one child did not like to be sat at the table for snack time and as a result was given a role of assisting with handing out drinks to occupy themselves. A staff member encouraged a child to eat independently during lunchtime, "You can do it." However, staff did not fully promote children's independence at all time during food time, as everything was handed to them and drinks were poured for them.

Some activities had been planned that covered the areas of learning within the foundation phase. However, we found that planned activities were not undertaken during our visit and the planning of activities was not always purposeful. Children had limited input into the planning and their ideas weren't displayed within the planning. The leader told us that the nursery follows a specific theme, however this was not evident during the visit. Staff were attentive to children's individual needs, wiping their noses when needed and providing comfort with a cuddle when children were unsure. We saw a baby was very attached to a comforter and was allowed the comforter throughout the day. We did see evidence showing that staff tracked children's progression, however the next steps were not relevant or purposeful. Staff encouraged children to participate in play and to learn through play by talking to the children and posing questions, "What colour is that ball?"

During the first visit, there was a broad age range of children at the service and we found that staff did not effectively meet all children's needs. Older children were present in the same area as the over two's and there were no specific resources or activities made available for older children. During the visit, older children accessed colouring materials as well as the play dough. Staff tend to place resources on the floor for children to access, rather than provide children with the opportunity to choose their own resources. During lunch time, staff provided children with plastic cutlery and all were sat on same level tables and chairs, not always considerate of the height and size of all children. One young child in the over two's section struggled to balance on the chair during snack and lunch time, as the size of the chair was not appropriate for them.

3. Environment

Adequate

Summary

The nursery is bright and well decorated. Children are able to access an adequate range of toys, equipment and resources. Generally, there is sufficient child-sized furniture for the younger children to use and access, however the nursery is lacking in suitable sized furniture and resources for the older children. Leaders perform regular maintenance checks and ensure that the environment is mostly safe and suitable for children.

Our findings

The rooms were clean, tidy and well maintained. Leaders had developed a rota system that required staff members to clean and tidy the rooms that they worked in. Leaders told us that toys and resources are cleaned regularly using an anti-bacterial cleaner or soapy water. A written record was kept of the cleaning schedule. The front door was locked and secure and a security keypad system was in place. A visitors' book was actively used to record any visitor's presence. The nursery also has a camera security system in place, however this was not continuously monitored. The service was not registered with the Information Commissioners Office (ICO). A small kitchen area was used to prepare food. There was no safety gate in place at the entrance of the kitchen and children accessed the area surrounding the kitchen regularly throughout the day. Maintenance records showed that fire and smoke alarms had been tested and children and staff had performed one fire drill. A plastic safety fence was erected between the under two's and over two's sections, however one child pushed the fence over during the morning of the first visit. The outdoor area was well maintained and included a secure fence and gate. Leaders had compiled generic risk assessments for some areas, however there were no risk assessments in place for the air con unit, the safety dividing fence between sections and activities such as cooking and planting.

Most of the rooms are spacious and provide space for the children to play in different ways. The areas had not been clearly arranged into dedicated areas such as a messy/creative play, role play area, mark making, mathematical area etc. Most toys and resources were stored in storage units that were accessible to the children, which were labelled. However, we found that there was limited resources available indoors and outdoors for the older children attending. We did not see any resources that promoted culture and diversity. Children were able to store their belongings on pegs. Displays seen were bright and colourful, such as healthy eating and the very hungry caterpillar. There was a separate baby room, which was not currently in use. The room had padded foam mats on the floor and a collection of development toys including walkers and activity centres. There was a specific sleep room for children consisting of three cots and floor mats for older children to

sleep on. The rooms and the bathroom areas were of good decorative order and the flooring was easy to clean.

The outdoor area included a grassed area surrounded by a tall fence. Leaders informed us that new resources had been purchased for the outdoor area during our second visit, however we found that these resources were mostly suitable for young children. Resources included plastic ride on toys, plastic climbing structure, small goal posts, small balls, bats, small water and sand tray along with a low level sand tray. Leaders had not ensured that the low level sand tray was covered effectively. Leaders had created a planting area in the outdoor area and plants had been labelled. Mark making boards had also been placed on the fence.

4. Leadership and Management

Adequate

Summary

Leaders and management are generally organised and ensure a positive and stable service for children and parents. Leaders ensure records are kept, monitor their use and generally follow up on any issues. However, registers do not clearly indicate the deployment of staff. They have positive partnerships with parents and carers.

Our findings

The responsible individual and the current persons in charge had a close working relationship. The service's statement of purpose did not contain all of the information required by the national minimum standards as it did not include information on their admissions policy or information for dealing with an emergency. Overall, the content of the statement of purpose was reflective of the service that was provided. Policies and procedures were in place, however, these did not always accurately reflect the service provided. Some policies were contradictory in their content, for example the confidentiality and data protection policy. Staff had been asked to sign to acknowledge that they had read and understood the policies. Leaders provided parents with copies of all policies and procedures before their children started at the service. There was no Quality of Care report in place as of yet, as the service had not been operating for a year. Leaders had not begun collecting feedback in preparation for the Quality of Care report.

Some staff members used incidental Welsh and there were bi-lingual displays and signage around the nursery. A fluent Welsh speaking member of staff had been employed recently.

Leaders had sought references for most members of staff, however we found that the leader had not obtained references for a recent member of staff before they had started employment at the nursery. A police check known as a Disclosure and Barring Service (DBS) check and staff files seen were in order. There was no evidence of a medical declaration of health in place for staff members. Most staff members had been given an outline of their roles and responsibilities and staff showed that they knew what these were in practice. Some staff members had supervision meetings with leaders. Staffing ratios were seen to be upheld in each of the rooms and these were maintained throughout the day when staff took breaks etc. However the daily register did not fully show the deployment of staff in each section/room or when staff members took breaks. The signing in and out of staff members was not always effective as some records showed that staff did not always sign out. We were told that staff were provided with induction training when they started employment at the nursery. When we spoke to staff about the induction process, they told us that they had been made aware of all policies and procedures and were given

the opportunity to shadow a member of staff before starting their role at the nursery. Staff spoke positively of the leaders and told us they felt well supported.

Parents were kept informed verbally upon collection of their child and a book was used to record the children's well-being, eating habits, toileting and activities, which was given to the parents each day. Conversations that staff held with parents about the children's well-being and mood was reflective of their experience at the nursery. We spoke to a parent and she stated "It's a good, new nursery. Overall, it is really good. We have recommended that others come here. There's a good relationship with the children and their key worker. I think they do a fab job to be fair. No concerns at all."

We also saw a display board in the foyer displaying information about activities and general information about the nursery.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None as this was their first inspection following registration.

5.2 Recommendations for improvement

Following our inspection we recommend that leaders:

- further develop children's independence and provide greater challenges for older children;
- ensure all permissions are in place for children;
- leaders review the policies and ensure they truly reflect the service offered;
- ensure all staff consistently evaluate the planning for all age groups and that the planning is purposeful;
- ensure all risk assessments capture all elements;
- ensure fire drill are practised regularly;
- contact the Information Commissioners Office for advice in relation to being registered;
- record staff deployment and breaks;
- ensure children's ideas for planning are recorded and displayed;
- further enrich learning areas;
- tighten up on infection control procedures in relation to nappy changing and hand washing;
- consider purchasing cultural and diversity resources; and
- ensure that all staff, including the responsible individual complete safeguarding training and are confident and familiar with safeguarding procedures and the policy.

6. How we undertook this inspection

This was a full, unannounced, post registration inspection undertaken as part of our normal schedule of inspections. Two inspectors jointly undertook the visit to the service on 27 July and 5 August 2019 for approximately 9 hours and 25 minutes.

We:

- inspected a sample of documentation and policies during the visit;
- observed practice to capture evidence of children's engagement and the care being provided by staff;
- spoke to staff, children and parents/carers;
- observed children and viewed the environment;
- feedback was given to the responsible individual and person in charge during the visit on 5 August 2019.

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	Colum Sullivan
Persons in charge	Laura Jones Carlene Jenkins
Registered maximum number of places	32
Age range of children	3-12 years
Opening hours	7:30am to 6pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	This was their first inspection following registration in December 2018
Dates of this inspection visits	25 July and 5 August 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 is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.
Additional Information: Following the inspection, the nursery is now registered to care for a maximum of 32 children.	

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