



# Childcare Inspection Report on

**Ninian Nursery (Roath Park)**

**40 - 41 Ninian Road  
Roath Park  
Cardiff  
CF23 5EH**



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## **Description of the service**

Zaineb Alkhafaji-Williams is the Registered Person (RP) for this service. She is registered to provide care at Ninian Nursery for up to 44 children at any one time. The nursery is situated in the Roath area of Cardiff. They provide care between the hours of 8 a.m. until 6 p.m. weekdays. The appointed manager acts as the person in charge (PiC). The service is delivered through the English language with the use of incidental Welsh. They do not provide the Welsh language 'Active Offer.'

## **Summary of our findings**

### **1. Overall assessment**

Children are happy, settled and relaxed in the service. They benefit from the range of interesting resources made available to them which stimulates their curiosity and learning. Staff have developed good relationships with children and they understand their needs. Policies and procedures for the service generally promote good practice. Parents are provided with good information which helps them make an informed choice about the service. Parents using the service are happy with the quality.

### **2. Improvements**

Since the last inspection we found that the Registered person (RP) had addressed the area of non compliance identified and the last inspection (dated 19 March 2016.) She has also made progress on all of the recommendations made. These included changes within the environment and recommendations to improve the quality of health, learning and children's safety. It was evident that the provider had redecorated the nursery throughout, invested in new resources and evaluated operational procedures.

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

We did not identify any areas of non compliance. We made some recommendations in relation to staff training, reviewing some policies and some operational procedures. Further information is detailed at the rear of the report.

# **1. Well-being**

## **Summary**

Children enjoy their time at the nursery. They are forming friendships and engage in a good range of interesting activities which support their learning. Children are confident and independent. Babies have developed strong attachments to their key workers and are comfortable in their care. They enjoy exploring the environment and they are developing well.

## **Our findings**

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

Children make choices and decisions. We saw that they were able to move around the areas freely, engaging in activities of interest. They were confident to speak up and seek support. For example, one child informed a member of staff a box was in their way and this was removed to allow the child to sit comfortably at an activity. Another child who was settling in to the service had become upset, the child indicated to staff he wanted to explore other areas of the nursery. This was accommodated which resulted in the child becoming more settled. During their play we saw children were inquisitive. They approached us to ask our purpose and often asked staff and children what they were doing and why. At meal times, children's individual preferences were recognised, which demonstrated their views are sought and respected. Babies expressed themselves through babble and facial expressions. Staff were intuitive to this non verbal communication and responded to each appropriately.

Children are often encouraged to express themselves and their voice is listened to and respected.

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

Children have bonds of affection with the staff who care for them. We saw children were visibly pleased to see their key workers and they often greeted them warmly demonstrating their affection for them. Children called out to staff using their Christian name when seeking assistance or asking questions. As one member of staff left the room, a child who was a little unsettled called after her to find out where she was going. Reassurance was given that she would return quickly and the child was content with this response. Children are confident they will be listened to and their feelings will be taken into account. One child asked a member of staff if they could put a picture somewhere safe as they wanted to take it home for a relative. The child was given assurances it would be kept safe and that they would not forget. Children shared news about their families and what they had done outside nursery with their friends and staff. They were listened to intently which gave them a sense of importance. A parent told us their child comes home and chats about the staff, children and things they have done each day, stating he is always keen to attend and is very happy. Younger babies look to the key staff for reassurance when visitors were present, demonstrating they have a developed secure relationship.

Children are settled and happy within the service and they have a developed a strong sense of security.

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

Children co-operate well with one and other. We saw they played nicely together in small groups and often shared resources and took turns. Children worked together to build a structure and they were very proud of their achievements. Younger children tended to play alongside others, watching intently what each other did. On occasion they would interact as they become more familiar with concepts such as turn taking. Children listened to directions provided by the staff which ensured the safety of others.

Almost all children interact well with their peers and adults.

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

Children are active curious learners. They explored the environment freely, seeking out areas of interest. We observed children sitting and concentrate on activities for a good period of time demonstrating their interest in their play. Children enjoyed activities such as the play-dough and the use of the tools to create patterns and make shapes. Some of the older children concentrated for long periods of time on this activity until they were happy with their shapes. One child told they enjoyed playing outside because it was good and fun. Access to the outdoor play area provides children with further opportunities to develop their physical skills. We saw children used this space frequently and it was evident they enjoyed their time outside. Babies enjoyed floor play, cuddles and sitting with interactive toys. A good variety of suitable toys captured and held their attention and interest. Photographic evidence showed that a varied programme of play opportunities were available for children to enjoy.

Children enjoy a mixture of freely chosen and structured play activities which supports their learning.

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

Children are motivated and follow their personal interests. They were confident to explore new opportunities and try new things. One child tried using scissors to cut paper by themselves. Appropriate guidance was given by a staff member to show where their fingers should go and how to operate the scissors safely. Children complete tasks independently. Most of the older children put aprons on by themselves before playing in a water activity. Independence was promoted at lunchtime. Children were encouraged to use appropriate cutlery by themselves and they were able to pour their own drinks. Praise was routinely given to children which motivated them to try things again. A parent told us *“my child is learning so many things here, their speech and language developed so much. I am really pleased.”*

Children have good opportunities to learn and develop and they are progressing well.

## **2. Care and Development**

### **Summary**

Staff understand the importance of keeping children safe and free from inappropriate risks. They undertake additional or refresher training when appropriate. Systems in place help staff to promote good health and hygiene which benefits children. We identified areas of improvement in relation to monitoring and recording children's development. Some recommendations were identified within this theme.

### **Our findings**

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

Staff follow agreed health and safety procedures for the service. Health and hygiene is considered carefully and staff were proactive in wearing appropriate protective clothing when appropriate. Nappy changing procedures are followed and staff routinely reminded children to wash their hands. The nursery is taking part in the 'Design to Smile' tooth brushing scheme which promotes good dental hygiene. However, this is not offered to the children cared for in the baby room. The nursery has recently begun working towards the 'Gold Standard Snack Award' which promotes healthy eating and lifestyles. Squash was routinely given to some children to drink at lunch time while others had water. This is not in line with Welsh Government Guidance for early years settings and we discussed this with the RP. Food safety/hygiene training is undertaken by some staff but not all staff preparing bottle feeds and baby food hold a current certificate. A safeguarding policy is in place for the service and staff routinely updated their training to refresh their knowledge on child protection matters. However, the staff are not familiar with the Prevent Duty which needs to be addressed. (Prevent is a statutory duty placed on child care providers to consider ways in which they may be able to prevent children from being drawn into extremism.) Staff were confident to administer first aid treatment if necessary and most staff had a current first aid certificate. Staff told us they often review practice and they are given guidance from their manager if anything needs to change.

Staff understand their responsibilities to keep children safe and promote good health and they are keen to improve their practice.

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

Practice is not in line with some written materials regarding behaviour management strategies. We spoke to staff about the strategies they used and found that minor behaviour is promptly dealt with through distraction and positive encouragement. On occasion staff ask children to sit on a 'thinking mat' and the parents of the child would be informed. This may lead to further discussions on how to deal with unwanted behaviour to ensure there is good communication and consistency. However, there were some written materials which provided 'time out' guidance and recorded when children were placed in 'time out.' The deputy manager told us they do not use this phrase and it was old material. We discussed this further with the RP and PiC who confirmed this and indicated they would update this. During the inspection we saw staff deal with one incident of unwanted behaviour which was dealt with in a positive

and patient manner which was appropriate for the children. A Star of the week system was in place to promote positive behaviour.

Staff listen and respect children's views and seek ways to find a positive solution to any conflict.

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

Staff plan to meet the needs of all children attending. Children's developmental files have improved since the last inspection. Older children have a Foundation Phase assessment profile which included monthly care observations and achievements over the month related to topic work. Some included forward planning which identified the next steps in learning but this area was still developing. The toddlers and babies have similar developmental files which track their progress. Activity planning is completed to provide children with a range of different play types. We saw that staff remained close by children and they were aware of what support individual children may need. Most staff used open ended questions to stimulate children's thinking and learning as they played. Staff working with younger children and babies sang and talked to children to encourage their speech and language development. Children were given plenty of time to do things for themselves and staff respected children's decisions when offers of help and assistance were declined. Children were frequently praised for the things they participated in and achieved. Some staff use basic Welsh language but this was infrequent. The staff had Welsh phrases attached to key chains, which were available for them to utilise but we did not see these in use during the inspection.

Staff do well to promote children's development and meet their individual needs. They are beginning to identify the next steps in children's learning and plan ahead to help them reach these goals.

### **3. Environment**

#### **Summary**

The nursery has been redecorated and improvements to the environment were evident. The environment was warm and welcoming with plenty of space available to children attending. There are systems in place to manage risks and health and safety matters. An outdoor area is well resourced and utilised daily. Some areas of improvement were identified and the RP was receptive to the feedback provided.

#### **Our findings**

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

Staff and leaders at the nursery routinely complete risk assessments. We viewed a sample of these and found they mostly identified areas that could be considered as a risk and sought ways to eliminate them. We identified some areas of potential risk and discussed these with the RP and PiC. For example, an electric fire with partial guard and a slightly trailing cord was in one room and not all bins have lids. The PiC confirmed the electric fire was not used. Activity risk assessments were displayed on the wall in playroom along with fire drill procedures for all staff and visitors to be familiar with. Any visitors to the service are routinely signed in and out and identification requested. The PiC completes an annual health and safety review and we saw this was scheduled for the week after our inspection. Fire drills were carried out in May 2016 and October 2017 which meets the National Minimum Standards. Gas and electric services are checked in line with the recommended guidance and the provider has Public liability cover in place.

Staff follow procedures in place to keep the environment safe and provide children with appropriate activities that offer managed risks.

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

Sufficient space is provided for children to enjoy various play types. Children have easy access to outdoor play and they move around rooms within the nursery for variety. We saw children enjoy physical play outdoors where they were able to enjoy nature related activities and physical play. The environment has improved since the last inspection with the redecoration of rooms and new flooring. Children's work is displayed in each room, creating a warm and colourful feel which provides children with a sense of belonging. A children's bathroom has child sized toilets and low level sinks. One toilet does not have a cubicle door but the other two offer privacy. Staff told us they encourage children to use the cubicles with doors and utilise the other when supporting young children potty training and learning to use the toilet. Paper hand towels are placed by sinks so that children can reach them. Babies have access to a sleep room with their own cots allocated to them. We saw that these cots did not have sufficient spaces between them and discussed this with the RP. The cloakroom is spacious and provides children with a space for their belongings which provides them with a sense of security.

Staff and leaders utilise the areas flexibly to provide children with a varied environment that offers them suitable challenges and interesting activities. The layout is generally well thought out.



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

Play resources provided are appropriate for the needs of those attending. We saw the messy room offers good opportunities for sensory play with water, sand, sticking, free craft, play dough, paints and Easter related loose parts all readily available. There was some bi-lingual signs (Welsh and English) around the nursery and rooms were decorated brightly. There are good opportunities for role play, floor play and plenty of table top activities which were all well utilised during the inspection. Babies had age resources that were for their stages of development. They also use an area outside on the artificial grass and take out other resources to allow babies time outdoors in finer weather. Staff told us they can make requests to their manager for additional resources and these are nearly always purchased.

The nursery is well resourced throughout and equipment available is suitable for the children's abilities and needs.

## **4. Leadership and Management**

### **Summary**

The nursery has devised and implemented policies and procedures which support them in providing full day care. Systems in place keep documentation and practice under review and where improvements are identified action is taken promptly. Partnerships with parents are positive and staff feel supported by their employer. Some operational records could be improved.

### **Our findings**

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

There is a Statement of Purpose in place and the leaders have a clear vision for the service. Information for parents and staff is displayed on notice boards and in the corridor. Written records were mostly well maintained although we noted some areas for improvements. Parents are made aware of any accidents their child may have when they collect their child but they do not have a copy of these records. We discussed this with some parents, who have indicated they would prefer a copy to take home. However, we did note that the parents are requested to sign to acknowledge they have been informed. We examined a sample of these records and found they nearly always completed well although we did identify some gaps where a senior staff member had not signed the record. Accidents and incident books are audited by the RP or PiC regularly to consider any patterns or actions required. The books used for these records were starting to fall apart which could result in pages being lost.

Medication forms are completed well and parents sign to give permission for staff to administer medication. A log is then completed as to when it was given, the dose and who by. However this is not always the case for long term medication. Long term permission is sought but records are put on a 'wipe board' daily and a parent is told verbally. This practice must be reviewed. We examined a range of other records, policies and procedures and found most were up to date. The Operational Plan required some amendments and emergency contact information was not available for staff. The PiC and RP told us they would address these immediately after the inspection.

The Registered Person and Person in Charge work well together to communicate changes and their values for the service to staff. They are receptive to feedback and keen to provide a quality service that meets the needs of the children and families attending.

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

The RP has systems in place to capture the views of parents, children and staff and uses their views when planning for the future. The latest Self Assessment forms were completed and submitted to CIW on time. We saw the quality of care review had been developed and we discussed ways as to how this could be improved further to include more specific details. Questionnaires are routinely given to parents, staff and other professionals as a way of obtaining feedback. A complaints policy is clear and any complaints received are documented in book. We noted that information on one complaint was not available and the RP explained that it had been considered through

their accident procedures and investigation but she acknowledged it had become a complaint and would ensure in future the records were retained in the complaints file.

Planning for improvement is effective and it was evident that the RP has invested in the service and made improvements since the last inspection.

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

Recruitment procedures are robust. Staff files were well kept with only minor gaps which were in the process of being addressed. We spoke to several staff who told us they feel supported and are happy in their job roles. One member of staff had recently returned to work at the nursery following a change in her career plans. She told us. *"I enjoy it and everyone gets along well. Everyone is genuinely caring."*

Staff have access to a staff room to take breaks and routinely have supervision every few months as well as an annual appraisal. Staff also told us they have plenty of informal support if they need it. There is low staff turnover which provides continuity of care. A cook is employed to prepare all meals which allows care staff to spend their time with the children. Resources were plentiful and routinely replenished.

Effective management strategies are in place to support staff in doing their job well and identifying areas for development.

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

Partnerships with parents are well established. Information is provided through a range of methods to cater for all parent's needs and preferences. A newsletter is produced for parents regularly and we saw this contained important information on staff changes, topics and other useful information about the service.

Notice board were up to date and parents are able to identify who their child's key workers are as well as see what topics children are learning about. Other notices included information on key policies, the menu and health related matters. A communications book was well used for staff to pass on messages to and from home. The nursery benefits from the close proximity to vast parks and open space as well as a community facility and library. Staff and parents told us this was an asset to their service.

The nursery has established links with the community and had good parent partnerships.

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

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

None

### **5.2 Recommendations for improvement**

We discussed the following recommendations with the RP and PiC;

- Parents to be provided with a copy of accident / incident records;
- ensure drinking water is always available for children and refrain from offering squash in line with Food and Health Guidelines for Early Years and Childcare Settings;
- review medication procedures;
- the operational plan should be reviewed and updated;
- sleep facilities in the baby room should be reviewed;
- remove any items that could be considered as a risk, in particular those not in use (e.g. electric fire);
- review the behaviour management policy to reflect current practice;
- consider extending the tooth brushing scheme to younger babies;
- consider increasing staff training/awareness in relation to the Prevent Duty and those holding a food hygiene certificate and
- further develop the use of the Welsh language in the service.

## 6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our normal schedule of inspections. One inspector undertook visited the service over two days and spent approximately ten hours within the setting to observe children and the care they received. We:

- reviewed information held by CIW;
- undertook a visual inspection of the premises;
- used the SOFI 2 (Short Observational Framework for Inspection) tool, which is used to observe the quality of interactions between children and the care they receive;
- spoke to children throughout the inspection and to four parents. We also spoke to most of the staff and leaders working at the service;
- looked at a wide range of records. These included focusing on the statement of purpose, staff files, health and safety policies and records, children's files and routine checklists and records and
- provided detailed feedback and discussed areas for improvement to the Registered Person and Person in Charge.

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
Registered Person	Zaineb Alkhafaji-Williams
Person in charge	Helen Pounds
Registered maximum number of places	44
Age range of children	6 weeks to 6 years
Opening hours	8am – 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	16 January 2016
Dates of this inspection visit(s)	27 & 28 March 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?	<p>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. <i>This is because the service is situated in a primarily English speaking area and the provider does not currently intend to offer or promote a Welsh language service.</i></p> <p>We recommend that the service provider considers Welsh Government's '<i>More Than Just Words follow on strategic guidance for Welsh language in social care</i>'.</p>
<b>Additional Information:</b> The RP has registered an additional service in Cardiff 'Ninian Nurseries.'	