



**Childcare Inspection Report on  
Sunnybank Childrens Nursery (Chepstow) Limited**

**Regent House  
Regent Way  
Chepstow  
NP16 5BY**



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## **Description of the service**

Sunnybank Children's Nursery (Chepstow), also known as Riverside Nursery School has been registered under new ownership since January 2016 and is currently registered to care for up to 89 children up to the age of 12 years. It is located in the heart of Chepstow town centre, within close proximity to the shops and castle. It is also registered with the Local Education Authority to provide free childcare for children over the age of three for up to ten hours per week. The Responsible Individual (RI) is Rachel Luntz. She employs a Person in Charge (PiC) to manage the service on a day to day basis. The nursery is open Monday to Friday from 7:30am to 6.00pm, throughout the year. Care is provided through the medium of English with the use of incidental Welsh.

## **Summary of our findings**

### **1. Overall assessment**

This was a focused inspection which was carried out because we had received a concern about the care of the children and elements of leadership and management. We did not find any evidence relating to the concern during this inspection.

Children at the service are happy, settled and suitably engaged in a good range of age appropriate activities. They are cared for by suitably qualified and experienced staff who offer warm, responsive care. The environment is clean, welcoming and well resourced. Paperwork is well organised and meets the requirements of the Child Minding and Day Care (Wales) Regulations 2010 (regulations) and National Minimum Standards for Children's Day Care (NMS).

### **2. Improvements**

Recommendations from the last inspection in June 2017 have been implemented:

- Gates to the outside play areas are locked when children are outside;
- further improvements have been made to the outside play areas, particularly the pre-school area;
- the Statement of Purpose has been updated and submitted to CIW.

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

There were no areas of non-compliance identified during this inspection. One recommendation was made in relation to care and development. This is referred to in the body of the report and summarised at the end.

# **1. Well-being**

## **Summary**

This was a focused inspection and we did not fully consider this theme. This will be looked at in detail during the next inspection. However, we found that children are happy and settled at the service. They are confident to approach staff and make their needs known. Children's views are respected and they enjoy taking part in a good range of activities that support their all round development.

## **Our findings**

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

Children are confident to express themselves because they know they will be listened to. We saw that children were able to make decisions about what they wanted to do and were able to follow their interests and access resources independently. Children were comfortable to approach staff. We saw that children in the pre-school room confidently voiced their opinions during a lovely circle time activity using both the English and Welsh languages. They were fully engaged and keen to talk about how they were feeling. We saw that younger children were able to follow their own routines. We spoke to staff who knew children's individual preferences and we saw that these were respected. For example, children's sleep routines were followed. We saw that when one child became very tired during lunch time, this was recognised by staff and they were taken to a quiet place to sleep.

Children have a voice and their opinions are respected.

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

Children interact well and are forming positive relationships. Children played happily together or alongside each other depending on their age and stage of development. Lunch time was a sociable time when older children sat around tables chatting to each other and staff. Younger children and babies respond well to the staff that care for them and make their needs known with gestures and non verbal communication. We saw that they interacted with staff with smiles and laughter. Staff were seen to be engaged with the children and facilitated appropriate interactions. Older children understood the expectations of behaviour and we saw that they were able to listen to instructions and take turns to speak during group activities.

Children's interactions are good and they are well supported by staff.

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

Children are provided with opportunities to develop and become independent. We saw that children took part in activities that interested them. During circle time we heard children laughing and commenting when a child drew a lovely interpretation of an

emotion. We heard that children were able to use and respond to a good number of Welsh phrases and staff made good use of opportunities for language development in both English and Welsh. During lunch time we saw that children were developing good levels of independence. One younger child in the baby room fed themselves very well and made good use of age appropriate cutlery. Older children were seen to pour their own drinks and could choose what they wanted to eat.

Children progress well in accordance with their age and stage of development.

## **2. Care and Development**

### **Summary**

This was a focused inspection and we did not fully consider this theme. This will be looked at in detail during the next inspection. However, we saw that children are cared for in a safe environment and practices encourage a healthy lifestyle. Individual needs are met by a well qualified and experienced staff who provide responsive and nurturing care.

### **Our findings**

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

Staff are effective in meeting individual needs and promoting children's development. Staff we spoke to had a good understanding of the needs of the children they care for. The service operates key worker groups that are clearly displayed outside each room. This ensures continuity of care for the children. We saw that individual routines are followed and information about these is gathered before children attend the service. Daily information sheets are provided for parents of younger children and these record pertinent information such as what children have eaten, nappy changes and sleep times. These are completed by key workers. We saw that there was comfortable space for children to relax and sleep and older children were given the opportunity to have an afternoon nap if they needed it. Children who didn't need this were able to carry on with their usual activities. There are good systems in place to meet the needs of younger children during potty training and we were told by a parent that staff had been very supportive in the process. We spoke to staff who were able to explain how they support children and they were able to discuss their methods confidently. We noted that during lunch time in the baby room, one child, who showed good levels of independence, was eating at a table that was slightly too high. This meant that they had difficulty reaching their food comfortably and needed some assistance, limiting their independence. This was discussed with the PiC and RI during feedback. We were assured that there are booster cushions available and they would remind staff of the need to use them. We saw that there were plenty of opportunities throughout the visit for children to take part in free choice and adult led activities, alongside times when children could relax. There were plenty of resources stored at low level that children could access independently, allowing them to follow their interests.

Overall, children's need are effectively met and their all round development is promoted by staff.

### **3. Environment**

#### **Summary**

This was a focused inspection and we did not fully consider this theme. This will be looked at in detail during the next inspection. However, we found that the environment is clean, safe and secure. A minor adjustment is needed to one safety gate at the top of the stairs to ensure that it does not lift off its hinges. We were assured by the RI and PiC that this matter would be addressed.

## **4. Leadership and Management**

### **Summary**

This was a focused inspection and we did not fully consider this theme. This will be looked at in detail during the next inspection. However, we found that leadership of the service is effective and ensures that it meets all regulations and National Minimum Standards.

### **Our findings**

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

Leadership of the service is effective. There is a clear Statement of Purpose that accurately reflects the services offered. Policies and procedures, which are child focussed, are consistently implemented by staff. There are defined management structures with an appropriately qualified PiC and deputy in place to take responsibility for the day to day management of the service. The RI attends the service on a daily basis and there are clear lines of communication. We looked at policies for administering medication and the attendance of children following periods of sickness and found that these are appropriate and take in to account latest guidance. We saw that the service has an appropriate complaints policy. We were told that no formal complaints have been received since the last inspection. The RI and PiC told us that they regularly seek the opinions of parents through questionnaires and parents are encouraged, through news letters, to approach staff if they have any concerns or complaints. Staff ratios were seen to meet the requirements of the National Minimum Standards and historical registers we looked at showed that these were consistently adhered to.

There are robust systems and procedures in place to ensure that leadership of the service is effective.



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

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

None

### **5.3 Recommendations for improvement**

- Ensure that children have access to appropriate sized furniture during meal times.

## 6. How we undertook this inspection

Two inspectors undertook an unannounced, focussed inspection visit, as a result of receiving an anonymous concern. Inspectors did not find any evidence to substantiate the concern. Approximately three hours by both inspectors was spent at the nursery. The following methodology was used to gather evidence for this report:

- Observations of care routines and practices;
- discussion with the RI, PiC and practitioners;
- feedback from one parent;
- consideration of information received in an anonymous concern;
- visual inspection of both inside and outside play areas;
- consideration of information held by CSSIW and
- sight of a range of policies and procedures.

Full feedback was given to the RI and PiC at the end of the inspection.

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	Children's Day Care Full Day Care
Responsible Individual	Rachel Luntz
Person in charge	Karen Moore
Registered maximum number of places	89
Age range of children	Birth to five years
Opening hours	Monday to Friday 7.30am to 6.00pm All year round
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	15 and 16 <sup>th</sup> June 2017
Dates of this inspection visit(s)	06 August 2018
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	Yes
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 the service. This is because the service is situated in a primarily English speaking area. However, we recommend that the service provider considers the Welsh Government's 'More Than Just words' strategic guidance for Welsh language in social care.
Additional Information: None	