



Childcare Inspection Report on

Woodville Road Nursery

**Woodville Christian Centre
Crwys Road
Cathays
Cardiff
CF24 4ND**



Date Inspection Completed

02/04/2019

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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

Cheryl Fisher is registered to care for up to 40 children at Woodville Road Nursery. The service has been registered with CIW since July 2003. It operates from a community premises in the Cathays area of Cardiff. Cheryl Fisher also acts as the Person in Charge of the service on a day to day basis. The service is conducted through the medium of English, with Welsh included incidentally, and it operates as a morning-only playgroup with a lunch club for children who attend afternoon nursery at a selection of local schools.

Summary

Theme	Rating
Well-being	Good
Care and Development	Good
Environment	Good
Leadership and Management	Poor

1. Overall assessment

Children have a strong voice in this service and they are cared for by a skilled staff team who want to make a positive difference to children's experiences. They benefit from a good range of resources and activities which have been well thought out by staff to ensure they meet the needs of the children. However, the leadership and management of the service requires improvements, as there are areas where the service does not meet the National Minimum Standards or their legal responsibilities under the Child Minding and Day care (Wales) Regulations 2010.

2. Improvements

Since the last inspection, the resourcing and furnishing has been further improved to provide very interesting and stimulating environment for children. Focus has also been directed to upskilling staff, specifically in relation to managing behaviour, and we saw the staff now manage interactions very well.

3. Requirements and recommendations

During this inspection, we identified areas where the registered person is not meeting their legal requirements and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore we have issued a non-compliance notice in relation to the following:

- Suitability of workers (regulation 28(2)(b)): The registered person has not ensured that all necessary pre-employment checks have been sought and received for all staff working with children.

Details of the actions required are set out in the non-compliance report attached.

We have also advised the registered person that improvements are needed in relation to staff supervisions (regulation 29(3)(a)) in order to fully meet the legal requirements. A non-compliance notice has not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the registered person to take action to rectify this and it will be followed up at the next inspection.

We have made recommendations regarding risk assessments, policies and documentation, and these can be read in full in section 5.2 of this report.

1. Well-being

Good

Summary

Children in this service are able to make their own choices about their play and are well supported to do this. They are listened to and their views are taken into account. They have opportunities to develop a wide range of skills, their independence is promoted and they enjoy the good range of play opportunities available to them.

Our findings

Children are encouraged to speak and express themselves, and all attempts at communication are valued by staff. We observed the practitioners to be very considerate of the children's views and conscious to give the young children options and choices and to allow them to express themselves. Children can move completely freely between the two play rooms and the outdoor play area. Children are encouraged to join in with group times, but if they don't want to then they are not forced and staff monitor and support as necessary. Children engaged with staff well during play and this meant that they engaged well in conversations.

Children are secure, comfortable, happy and relaxed in the care of staff with whom they have developed warm relationships. All children present as happy and we see all children being well engaged for the vast majority of their time in the service. Children find something to play with that interests them as soon as they arrive, and again as soon as group time is finished. All children are confident. They are happy and they smile and laugh whilst they are playing. Some children are beginning to form friendships with their peers, and we saw them seek out others to play with.

Children are learning to co-operate, take turns and share, as well as becoming sensitive to the emotions of others. Children are developing an understanding of the impact they have on others and most of the children were considerate of one another when playing. They are responsive to gentle reminders from staff such as "Kind hands, please".

We saw that children were active and curious throughout the inspection. They were confident to move between activities freely, but also held a sustained interest in activities of their choosing. We saw children develop and expand the garden centre/DIY shop role play. They moved around the play space with the resources and included resources from the construction area in the imaginary play they developed. They wore their safety goggles and hi-viz jackets, and built walls with the large community bricks in the construction area. The children were clearly enjoying themselves and thoroughly engaged in the activity.

Children are developing across a range of skills. They joined in with their peers to help staff tidy away activities when they were finished with. Children have a lot of independence in their play and make lots of their own decisions, and this allows children to follow their own interests. Children are also able to access the bathroom independently when they wish to, with staff available to support as necessary.

2. Care and Development

Good

Summary

Children benefit from skilled staff who have a good understanding of child development and want to make a positive difference to the children in their care. Staff are responsive and respect the children and the decisions they make. Children remain safe and healthy because staff have a good understanding of their responsibilities and of the policies and procedures in place to support them in their roles. Staff have a good understanding of children's individual needs and this helps to ensure that those needs are well met.

Our findings

Staff ensure that the service's policies and procedures are well implemented to support the health, safety and wellbeing of the children in their care. They spoke knowledgeably about the playgroup's Child Protection policy and their individual roles in implementing it to keep children safe. Good hygiene is promoted at the service. All children are encouraged to wash their hands before they have snack and after using the bathroom. The playgroup promotes healthy lifestyles by providing a balanced snack menu for the children, in line with Welsh Government guidance. The service is registered with Environmental Health as a food business and has a 4-star food hygiene rating. Medication and accident records include the required information. A sufficient proportion of the staff group hold current paediatric first aid certificates. However, records showed that fire drills are only practised with the children once each term.

Staff set realistic boundaries, are good role models and use a consistent approach to managing behaviour, taking into account children's age and understanding. The management of behaviour has substantially improved since the last inspection. We observed all staff take a very positive approach and be enthusiastic, and the children respond well to this. Instructions from staff were thought through ahead of time so they were fun and effective. Transition times are well managed by staff and this helps children to manage their expectations and in turn, their behaviour. For example When it was time for a story before snack, staff started to tell children it's time for story and the children were excited about this, so they finished playing and joined staff for group time and encouraged others to do so. There were no significant issues of unwanted behaviour during our visits.

Staff provide a nurturing and caring environment in which children's development is well promoted. We saw that the children were comfortable to interact with staff whilst playing together and that they responded to them with affection. Staff deliver the ethos of the Foundation Phase curriculum at this service. The activities available to the children are

planned by staff based on children's interests and how they enjoyed an activity the previous day. Activities can be extended to allow to children to continue to develop their play or changed as the interests of the children change. We saw on the day's planning that some of the activities that were available had been extended from the previous day. The way in which activities are made available ensures that there are always plenty of interesting and engaging activities for children to choose from.

3. Environment

Good

Summary

Children benefit from an environment which is of a good standard, clean and welcoming. The play space has been well developed to ensure it is interesting and engaging for children. Children have access to an outdoor play space and benefit from a good range of resources which are appropriately maintained. We observed the environment to be safe, but systems to manage risk within the service need improvement.

Our findings

Parents can be confident that the play environment is safe and well maintained by staff. The security of the service is suitable and is monitored by staff. We saw that the areas children have access to were well maintained and decorated. The service has identified and addressed the majority of risks on the premises. A daily safety checklist is completed and we observed no risks which we needed to feedback. A general risk assessment has been undertaken. However, it has not been reviewed since 2017 and the registered person confirmed it is not a working document which informs practice and it is not kept under review. Valid public liability insurance is in place and safety checks for the gas and electrical systems within the premises have been renewed as necessary. However, the registered person has not established a system to ensure copies of these certificates are sought from the landlord when they are renewed so she can establish the premises remain safe.

Children's well-being is promoted within the service because the facilities and equipment provided meet the children's needs and promote their all-round development. Although the premises are a shared space (outside of the service's hours of operation), the service has achieved some ownership over the space, with the use of small display boards to show pictures and a selection of the children's work related to the themes.

The service benefits from very good quality furniture and resources which promote children's experiences. The large, open-plan play room has been given lots of purpose and made to feel cosy and interesting by the play areas that have been created, such as a softly-furnished book area, a large construction area and a home corner. Children are able to access an outdoor play space which the registered person told us is a focus of development. A good range of facilities were available outside, including a mud kitchen and planting activities.

4. Leadership and Management

Poor

Summary

Parents and children receive a consistent service upon which they can rely. However, insufficient regard has been paid to the regulations and National Minimum Standards for Regulated Child Care, and as a consequence, the service is not meeting all of its legal responsibilities.

Our findings

Parents and children can generally rely upon the service provided, although the management of aspects of the service is not sufficiently robust and this impacts negatively on elements of the service. The playgroup has a Statement of Purpose in place which contains the necessary information so parents can make an informed choice about using the service. We examined the services policies and found that they would benefit from being reviewed against the NMS, regulations and other relevant guidance to ensure they are up to date and thorough. Children's individual records are maintained appropriately. The register of children's attendance is completed in a timely manner, but only records the time each child arrive and not the time of departure, which is required by the regulations. This has previously been highlighted with the registered person.

Children and parents using the service are actively involved in defining and measuring the quality of the service. 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 demonstrates that the playgroup has consulted with parents, staff, children and relevant external agencies in order to review the quality of the service. It also included an action plan intended to improve the service over the following 12 months.

The management of staff is not sufficiently effective in all areas and this impacts on the service provided to parents and children. We examined a sample of staff files and found that they did not all contain all of the necessary pre-employment checks such as references and Disclosure and Barring Service checks to ensure staff fitness to care for children. This is a serious matter as children are put at risk and the service has not met its legal responsibilities in this respect. We have therefore issued a non-compliance notice. We also found that no formal supervisions had been undertaken by management with the staff since October 2018. Some staff spoken to confirmed this and told us that they did not feel sufficiently supported. The service has not met its legal responsibilities in respect of providing regular opportunities for formal supervisions with staff. However on this occasion, we have not issued a non-compliance notice because the registered person confirmed that

the system of supervisions that had been in place prior to October 2018 would be resumed as an urgent matter.

Positive relationships with parents and external agencies are valued by this service. A parents' notice board provides appropriate useful information. Parents are kept involved and well informed about their child's activities and staff are available to speak to parents daily. Staff told us that they value the relationships they have built with parents and are keen to ensure that parents feel they can approach them at any time. The service also works in partnership with a variety of external agencies to support children, such as speech and language therapists or Portage services.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- The frequency of fire drills should be increased to ensure children and staff are sufficiently familiar with the procedures, due to the young age of the children, their differing patterns of attendance and the differing evacuation routes;
- risk assessments should be reviewed and updated;
- a system should be established to ensure that safety certificates for the premises are sought from the landlord when they are renewed;
- registers of children's attendance must record their times of arrival and departure from the service;
- the Child Protection policy should be reviewed against Part 2 of the All Wales Child Protection Procedures, to include how to deal with a disclosure, the categories of abuse, and what would happen if an allegation were made against the RP. CIW's name should be corrected. Reference to referring to CIW should be removed. Contact details for Cardiff MASH and out of hours should be included. It should also include reference to the Prevent Duty;
- the Complaints policy should be reviewed against the regulations to correct the timescales for response, include complaints subject to concurrent consideration, mediation, advocacy, and to correct CIW's name;
- the Lost Child policy should include the need to inform CIW of such an incident;
- in the Uncollected Child policy, the 'reasonable length of time' for contacting social services should be defined, it should be clarified that emergency contacts would be tried before contacting Social services, and it should include contact details for Cardiff MASH and CIW; and
- the Healthcare, Illness and Exclusion should include exclusion periods and how children will be cared for if they become ill during the session.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections, which also considered information provided to CIW in the form of a concern.

- One inspector undertook an unannounced visit to the service. We visited the playgroup across two days to observe children and the care they received;
- observations were carried out both indoors and outdoors;
- we reviewed information held by CIW;
- we undertook a visual inspection of the premises;
- we spoke to a number of children throughout the two days. We also spoke to most staff members who were present;
- we looked at a wide range of records. These included the Statement of Purpose, staff files, health and safety records, children's files, activity planning and developmental records.

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 Sessional Day Care
Registered Person	Cheryl Fisher
Person in charge	Cheryl Fisher
Registered maximum number of places	40
Age range of children	2 to 5 years
Opening hours	9:10 to 12.10 (or to 12:30 for lunch club), Monday to Friday term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	20 November 2015
Dates of this inspection visit	2 April and 12 April 2019
Is this a Flying Start service?	Yes, the service currently has eight Flying Start places but this varies depending upon demand
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. 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> <p>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.</p>
Additional Information: None	

Date Published 17 June 2019



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Care Standards Act 2000

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

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Cathays
Cardiff
CF24 4ND

Date of publication: **17 June 2019**

Leadership and Management	Our Ref: NONCO-00007631-LVLM
Non-compliance identified at this inspection	
Timescale for completion	31/05/19
Evidence	
<p>The registered person is not compliant with regulation 28(2)(b) – Suitability of workers.</p> <p>This is because the registered person has not ensured that all necessary pre-employment checks have been sought and received for all staff working with children.</p> <p>The evidence for this is that we examined a sample (four) of staff files and found that none recorded all necessary information and checks. No start dates were recorded on any file and so we were unable to confirm that checks that had been completed were completed prior to that member of staff starting work. Three of the four files contained no copies of identity documents. One file demonstrated that the registered person does not suitably consider the content of references received because both references were personal references, despite a prior employer being named on the application form, and they were husband and wife, with one being completely blank. For one member of staff, the registered person confirmed that she had seen an old DBS check but had taken no action to apply for a new check upon employment at this service. On two files, the employment histories given by the applicant listed only the years of employment, rather than being more specific as to employment dates, and there was no evidence that the registered person had interrogated this to assure herself that any gaps in employment were accounted for. These members of staff had been allowed to start work in the service with incomplete pre-employment checks and with no restrictions placed on their work due to a lack of complete checks (e.g. not working unsupervised, not undertaking intimate care etc.).</p> <p>The impact on people using the service is that children have been put at risk because the management of the service has not assured themselves that people working with children are safe to do so.</p>	