



# Childcare Inspection Report on

**Students` Union Day Nursery**

**University of Wales Swansea  
Wolfson Building  
Singleton Park  
Swansea  
SA2 8PP**



**Date Inspection Completed**

**16/04/2019**

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

Students Union Day Nursery was registered in February 2008. They provide full day care for up to 38 children between the ages of birth to eight years. The nursery is located within the Students University Campus. The service operates from 7:30am to 6:00pm Monday to Friday. The responsible individuals on behalf of Swansea University Students Union are Tracey Knuszka and Martin Caldwell. Tracey Knuszka, Tracey Jenkins, Claire Kirkhouse and Dawn O'Connell are all persons in charge. The person in charge on the day of inspection was Tracey Jenkins. The main language used in the nursery is English.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Good
<a href="#">Care and Development</a>	Good
<a href="#">Environment</a>	Good
<a href="#">Leadership and Management</a>	Good

### 1. Overall assessment

The children who attend Students Union Day Nursery are happy, settled and thoroughly enjoy their time at the nursery. The staff interact and respond to children's needs in a delightful and caring manner and there is a good relationship between staff and children. The indoor and outdoor environment is clean and secure providing a safe and healthy service for the children. Leadership and management provides organised policies and procedures which are followed and comply with national minimum standards and regulations.

### 2. Improvements

Following the inspection, we have received confirmation that all children have separate blankets and mats during sleeping times. We have received an updated copy of the statement of purpose which includes the arrangements for dealing with emergencies. We have received the updated Complaints and Compliments Policy which includes the contact number and email address for Care Inspectorate Wales.

### 3. Requirements and recommendations

We have made recommendations in relation to the four themes. These are listed in detail at the back of the report.

# 1. Well-being

Good

## Summary

Children feel confident, happy and content at this service. Children are relaxed and happy to make choices and decisions. They are engaged in the activities on offer, being enthusiastic learners and explorers. Children interact well, forming friendships and good behaviours. Children's independence is developing well.

## Our findings

Children voiced their feelings and ideas during a circle time activity telling the staff *"I'm happy because I like playing toys."* Another child mentioned *"I like Summer because I like going to the beach."* The children had a chance to discuss their feelings, likes and dislikes. Children chose to stand or sit down during circle time and yoga activities which was respected by staff. Whilst brushing teeth, some children decided that they did not want to take part. Children selected toys of their choice, including a painting activity, jigsaws, colouring with crayons, books and musical instruments during free play sessions.

Children were settled and content, happily smiling at staff who greeted them on their arrival at the nursery. Children felt appreciated as they were given stickers and the role of 'Helpwr Heddiw' (Helper of the day) for good behaviours, helping and eating well during the day. Children felt a sense of pride as they were given 'Golden Stars' which was also displayed on the wall within the nursery. Children are content and have a relaxed bond with the staff, climbing on to their laps as they sat on the floor, holding hands with staff during a physical activity.

Children interacted happily by giggling, smiling and laughing as they explored the outdoor area together telling staff they were baking a birthday cake in the mud kitchen. Children negotiated with staff about taking turns on the bikes and showed good behaviours saying *"Thank you"* as they were given a turn by another child. Children chatted happily during lunch time, discussing what food they had on their plates. Children actively supported each other whilst taking part in a balancing activity avoiding the crocodiles in the water shouting *"Help!"* as they held hands in role play on the balancing boards.

Children excitedly threw balls taking part in a number games outdoors with a member of staff. Children enjoyed exploring the baby room pulling toys from boxes within the area and building towers with blocks. Children happily enjoyed a mark making activity with paint blotters. Children listened attentively to a story that a staff member was reading to them, joining in with the story orally as they knew some words and phrases.

Children are increasingly becoming independent, washing their hands with soap and dried them independently with paper towels. Children tidied their toys, placing them in boxes. Children fed themselves and tidied up the cups, plates, bibs and bowls independently. Some children put coats on without support from staff.

## 2. Care and Development

Good

### Summary

Overall, staff efficiently keep the children safe and healthy following policies and procedures. Staff are good role models, modelling positive behaviours and interactions with children. Staff are making progress to provide for the children's individual needs, providing stimulating and varied learning activities. Staff provide constant and positive interactions with children and valued their needs and choices.

### Our findings

Staff demonstrated good knowledge of infection control procedures before lunch, sanitising the tables and wearing aprons before serving food. Staff and children washed their hands before lunch. Staff provided separate individual baby wipes to clean children's faces and hands after lunch. Staff had a sound knowledge of children who had allergies, intolerances and dietary needs as there was information clearly labelled on the wall in the nursery showing dietary requirements of those children with specific needs. Policies and procedures were followed whilst nappy changing and staff sanitised the changing mat and changed their gloves in between every nappy change. We found that staff provided children with mats and blankets during sleep and rest times, however some children were seen sharing with others. Staff promoted the 'Design to Smile' programme by encouraging children to brush their teeth. These are kept clean and monitored closely to eliminate risk of cross contamination.

Staff helped keep children safe as the majority of staff had child protection, food hygiene and paediatric first aid training. Staff were confident and understood the procedures of safeguarding, answering questions on how they would deal with certain safeguarding situations within the nursery.

Staff gave praise and rewards of stars for the children's good behaviours whilst eating their food, being kind, and tidying well. Staff cheered and celebrated children's achievements as they managed to hit the balls to the correct numbers in the outdoor area. Staff provided cuddles for babies and children who were tired and immediately reassured the children. Whilst children played outside, the staff promoted good manners and behaviours telling children to be careful and managed interactions between children pushing each other, calmly saying "*we must remember to walk nicely*". Staff were constantly engaged in the children's interactions, sitting on the floor during circle time and playing on the floor with babies as they played with musical instruments and reading books.

Staff provided an array of learning opportunities by reading a story and letting children join in, adding comments and questions as they went along. Staff plan for the children's learning

based on children's abilities and interests. Key workers carefully ensure that the children's next learning and developmental steps are achieved within their activities in the nursery. Staff provided opportunities for printing and painting, however the same painting brush was used to paint a small group of children's feet, which posed the risk of cross infection. Staff provided the children with coats, however did not provide the opportunity for children to develop independence as they did not encourage children to get their own coats from the low level hooks and some did not have the opportunity to attempt to put their own coats on.



### **3. Environment**

**Good**

#### **Summary**

The nursery is located within the grounds of the students' union campus. The premises itself is clean, well-maintained and nicely decorated. There is sufficient space for the children's play and learning. Leaders provide good quality age and stage appropriate toys and resources. Leaders have robust policies, procedures and risk assessments to safeguard the children in their care.

#### **Our findings**

The premises was locked on our arrival at the nursery and we were asked to show identification badges and sign in the visitors' book. Visitors to the nursery ring the doorbell from the outside to gain access by the leaders and staff. The outdoor area is securely enclosed. There is a gate in the outdoor area which provides leaders and staff the ability to exit the nursery's grounds in an emergency. Fire drills are carried out regularly, every three months.

The premises is clean and well-maintained, as leaders provide a system where there is a rota of cleaning duties for staff and checklists which are maintained and checked daily.

Risk assessments were extremely detailed and robust with staff risk assessing outdoor areas every time the children accessed the outdoor area eliminating risks of harm to children. Records show that staff perform fire evacuations regularly and they confidently know the correct procedures in case of an emergency. On the day of inspection we did not have access to fire, heating and electrical checks, however these were sent to us during the course of the inspection, and are up to date. Leaders also had a comprehensive counter-terrorism operational plan to safeguard the children and staff on the premises and in their care.

Leaders provide a range of good quality toys and resources for all age and stages of the developmental needs of the children. The learning areas are bright and colourful with displays celebrating children's work and promoting language and mathematical vocabulary. There is sufficient English and Welsh language books in the reading areas. Leaders plan for themes that celebrate cultural and diversity awareness, providing multicultural dolls and stories easily accessible for children.

## 4. Leadership and Management

Good

### Summary

Leadership is strong, organised and meets the regulations and national minimum standards. Leaders provide a service which has a positive working ethos and staff benefit from a supportive management team. Leaders have good partnerships with parents who are happy with the service and the care provided for their children. Self-evaluation is developmental and constructive based on the needs of parents, children and staff. Updated policies by leaders provide the staff with knowledge and skills needed to care for the children effectively.

### Our findings

Leaders regularly update their statement of purpose which is compliant with regulations. Policies and procedures are updated and implemented in all areas providing good quality care for children. Leaders keep records of incidents and accidents and carefully evaluate any regular incidents that occur in the nursery to eliminate any risks to children. Leaders provide detailed appraisals for staff at this service and supervisions are undertaken, however more focus on the staff's professional needs, abilities and development was not found within the regular supervisions of staff. Staff told us that they felt fully and well-supported by leaders at this service.

The quality of care report recently updated by leaders includes views and ideas from senior management, external meetings with various agencies, staff, children and parents who use this service. Leaders identified staff training needs in the report. Leaders have implemented changes for the following areas which are noted in their report. These include staff well-being, staff training, childcare offer information and children's menu choices. Parents mentioned *"My child loves going to nursery and I am very happy with the care provided"*, *"They're always accommodating to our needs, which is very much appreciated."* *"My child has come leaps and bounds. My child's speech has really improved."* Leaders have responded to all questionnaires received and acted upon their suggestions. Leaders included the children's ideas and voice by giving children a chance to choose toys and resources of their choice from a catalogue.

Leaders have comprehensive staff files which are all compliant to regulations and Disclosure and Barring Service checks are updated and valid. There was sufficient numbers of staff on duty and a supernumerary member of staff to take care of other office duties. We found that the staff registers did not show sufficient staff to child ratio during staff breaks. However, during the course of inspection, we had confirmation from leaders and records sent to us of staff registers which confirmed they had sufficient staff to child ratios in the nursery covering staff breaks.

Partnerships with parents are positive as we heard staff giving feedback to parents on the collection of their children in the nursery. Parents also receive a written account of their children's activities, eating habits and any other toileting needs during their day at the nursery. We spoke to parents who were more than happy with the service and care given to their child, adding "*the care we have received for our child is excellent.*" There is an information board for parents in the foyer of the building giving information on the policies and other news about the nursery. Leaders told us they had links with the community, including visits from police and dental nurses. Leaders have arranged activities on festivals and celebrations of different religions and ethnic minorities including Diwali and Chinese New Year, as well as celebrations of Christian worship such as St David's Day, Christmas and Easter stories.

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

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

During the previous inspection on 6 January 2017 we notified the responsible individuals that they were not compliant with regulation relating to suitability of workers because we found that the required suitability checks had not been carried out before new members of staff started work. However during this inspection we saw evidence that all suitability checks had been made on all new and current members of staff at the service, therefore are compliant with regulations.

### **5.2 Recommendations for improvement**

We made the following recommendations:

- To provide independence for children whilst getting coats to play outside, giving the children an opportunity to zip their coats up independently;
- to eliminate the spread of infection whilst using paint brushes to paint children's feet;
- staff supervision should include opportunities for personal development.

## 6. How we undertook this inspection

This inspection was undertaken by two inspectors as a part of the scheduled inspections and took place on 16 April 2019. As a part of the inspection:

- We made general observations of the interactions between the staff and the children attending the service;
- we spoke to leaders and staff members working for the service and provided questionnaires for the staff to complete, if they so wished;
- we viewed records and documents including the attendance register, children's contracts, policies and procedures, accident and incident records, medication records, the service's statement of purpose and quality of care report and
- we performed an inspection of the environment indoors and outdoors.

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	Martin Caldwell Tracey Knuszka
Person in charge	Dawn O'Connell Clare Kirkhouse Tracy Jenkins Tracey Knuszka
Registered maximum number of places	38
Age range of children	0-8 years
Opening hours	7:30am – 6:00pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	6 January 2017
Dates of this inspection visit(s)	16 April 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 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> '.
Additional Information:	

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