



Childcare Inspection Report on

Heavenly Day Nursery

**Heavenly Day Nursery
8/9 Hermon St
Treorchy
CF42 6PW**



Date of Publication

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Description of the service

Heavenly Day Nursery is registered with Care Inspectorate Wales (CIW) to provide care for up to 34 children under the age of 12 years. It is located on a quiet residential street close to local amenities. The Registered Person (RP) is Gail James who has overall responsibility for the service. She is also the Person in Charge (PIC) with responsibility for the day to day running of the nursery. The service provides a range of care options including full, part time and holiday provision. It is an English speaking service with some incidental Welsh introduced through play.

Summary of our findings

1. Overall assessment

This was a focused inspection to consider non compliance identified at the previous inspection in October 2018. As a result we have not fully considered all areas within the themes of the report. Overall, we found that the provider is making good progress in relation to addressing the recommendations made at the previous inspection. Children are happy and settled, staff are responsive and meet the needs of children in their care, and improvements have been made in relation to the suitability of the premises and leadership of the service.

2. Improvements

The area of non compliance identified at the previous inspection in relation to formal one to one supervision has been met. Other matters relating to non compliance noted in the previous report relating to the premises and reviewing and monitoring of the service have also been achieved.

We also found that improvement had been made in relation to: development records for children, attendance records, policies including the child protection, whistleblowing and behaviour management, a review of resources and the suitability of rooms.

3. Requirements and recommendations

No non compliance was identified at this inspection. Recommendations have been made and these are outlined in the report and summarised at the end.

1. Well-being

Summary

Children are happy, content and enjoy their play opportunities. They interact well with each other and their carers, and have opportunities to develop their skills and independence.

Our findings

1.1 To what extent do children have a voice?

Children are able to express their views and they are confident to speak up. Some children had emerging language but they communicated their needs to carers through the use of gestures and basic language. We observed children talking happily to the staff and they had free choice in relation to their play. This meant that children decided what they wanted to do, and what resources they wanted to play with. This was supported by the staff

Children have a voice in the service and their views and their choices are respected.

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

There were only a small number of children present on the day of our inspection. The atmosphere in the nursery was relaxed and informal and children were content and familiar with routines. During observations we noted that they were at ease and content and good relationships with staff were evident. Children moved between activities, enjoyed playing with each other and their carers and responded well to the kindness and respect they received from staff. For example, we heard a staff member say *"you've got new shoes, very pretty"* and the child smiled on hearing this.

Children are settled in the nursery and are comfortable in the care of staff.

1.3 How well do children interact?

All the children present were in the younger age group and had developing social skills. We found that they interacted well with each other in line with their age and stage of development. They happily played alongside each other during sand play and shared equipment. Similarly, a group of children enjoyed playing with dough and shared resources as they did so. There was no need for adult intervention as the children respected each other and their play resources.

Children are learning appropriate skills such as sharing and co-operating with others in line with their stage of development.

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

Children show enjoyment and pleasure in their play and learning opportunities. Throughout our inspection the emphasis was on self-directed play and the children enjoyed moving between activities. A group of children enjoyed playing at the sand tray and chatting to each other as they poured the sand into buckets. Other children chatted away when playing with dough and making shapes. One child particularly

enjoyed solitary play and looked at a book for a good length of time, while other children played happily in the home corner.

Children have a suitable selection of age appropriate play activities to make their time at the nursery enjoyable.

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

Children have opportunities to develop their independence and skills. An older child independently used the bathroom without the need for adult assistance. There were opportunities for children to use different play equipment such as small sized scissors, rollers to manipulate dough and spades during sand play. Staff encouraged them to keep resources in order and we heard a member of staff say to a child "*can you put the scissors back on the table, please*" and the child happily obliged. Because the focus was on freely chosen play children were able to make independent decisions and concentrate on activities that most interested them.

Children are developing their skills and becoming independent in preparation for more formal education.

2. Care and Development

Summary

This was a focused inspection. We did not consider it necessary to look at the care and development theme in any depth on this occasion. We found that staff were kind and responsive to children's needs and improvements have been made since the previous inspection in relation to identifying the individual needs of children and planning for their next steps.

Our findings

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

At the previous inspection there were very limited development records for children. We requested to see a random selection of children's records at this inspection. We found evidence of planning for, and monitoring of children's development to plan for the next stage in their development across the age range. Observations of children and developmental checklists have been completed. This is backed up by Learning Journey booklets with evidence of children's engagement in a range of activities. We found that staff were responsive to children's needs, engaged them in conversation and supported them effectively.

Staff have made improvements in the way they assess and record children's development and individual needs.

3. Environment

Summary

This was a focused inspection. We did not consider it necessary to look at the environment theme in any depth on this occasion. At the previous inspection we noted that the provider was not meeting their legal responsibilities in relation to the suitability of the environment. The RP has taken action to address this matter and improvements have been made.

Our findings

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

Leaders have made improvements since the previous inspection and the environment is more suitable for children. A diffuser cover for a ceiling light has been replaced in the baby room, a radiator had been secured to the wall and the ground floor of the premises has been decorated making the space cleaner and brighter. Fingers guards have been installed on some doors, and the RP intends to install additional finger guards on others doors. Furthermore, the RP has reviewed the nappy changing area as it currently does not afford babies sufficient privacy when their nappies are being changed and intends making improvements to this area.

Externally, a section of the chapel wall has been re-pointed and this area has improved significantly. The side garden allocated for younger children and the back section of the garden look a little unkempt as these areas have not been used for sometime. It is therefore important that they are risk assessed before they are used to ensure that the areas are safe for children. The RP told us that in consultation with staff she has reviewed internal play areas available for older children. A decision has been taken to reduce the age range of children who attend the service in order to ensure that play rooms are suitable for the age range of children who currently attend.

Improvements have been made to internal spaces and outdoor areas. Some additional improvements are still required.

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

At the previous inspection CIW recommended that the RP should consider the quality of resources and equipment available for older children who attend after school and during the holidays. This is because older children were sharing play spaces with younger children, and there was a limited selection of resources for them at that time. Since our inspection the RP has decided to reduce the age range of children who attend the service.

There is a sufficient selection of resources and equipment available for the age range of children who attend the service.

4. Leadership and Management

Summary

This was a focused inspection. We did not consider it necessary to look at the leadership and management theme in any depth on this occasion. However, we found that the RP has taken steps to improve the service. The non compliance identified at the previous inspection in relation to formal one to one supervision has been addressed and the service is now being monitored and reviewed. Many of the recommendations identified at the previous inspection have also been resolved and the RP is keen to move the service forward.

Our findings

4.1 How effective is leadership?

Leadership of the service is improving and the RP has reviewed documents and records. The statement of purpose has been revised but will require further changes to reflect that the RP has recently become the new PiC for the service, and to reflect the changes in the age range of children now attending the nursery. The Operational Plan will also require revision. We saw that a new system for recording children's times of arrival and departure has been introduced. The RP is in the process of reviewing all policies and in recent months the safeguarding, whistleblowing and behaviour management policies have been revised.

The RP is taking positive steps to improve the effectiveness of the service.

4.2 How effective is self evaluation and planning for improvement?

For a period of time in 2018 the RP was not actively engaged in the service and at the previous inspection we noted that an annual review of quality of care report had not been completed. The RP has since monitored and reviewed the service and a copy of the review of quality of care report has been forwarded to CIW.

The service is now being monitored and reviewed to plan for improvements.

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

At the previous inspection visit there were no records of formal one to one supervision for staff. As a result we issued a non compliance notice. We examined a number of staff files during this inspection. We found that formal one to one supervision for staff has been re-instated. The RP has achieved compliance in relation to Regulation 29 of the Child Minding and Day Care (Wales) Regulation 2010.

The RP has made improvements regarding management of staff.

4.4 How effective are partnerships?

Due to uncertainty around the leadership of the service, the RP is in the process of re-establishing partnerships with parents. Letters have been sent out to parents to keep them abreast of recent changes in the service. It is important that these channels of

communication remain open and parents informed of changes and developments to the service so they can feel confident about its leadership and management.

The RP is re-establishing partnerships with parents who use the service.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

The provider was not meeting their legal responsibilities in relation to:

Regulation 29 - Employment of staff as the RP had not ensured that all employees who look after relevant children receive appropriate supervision.

As a result we issued a non compliance notice. The RP is now compliant with Regulation 29 of the Child Minding and Day Care (Wales) Regulations 2010.

We also identified non compliance in relation to:

Regulation 16 - Review of quality of care as suitable arrangements had not been made to undertake an annual review of the service and

Regulation 37 - Fitness of the premises as the RP had not ensured that the premises was reasonably decorated and maintained and kept in good structural repair.

We did not issue non compliance notices in relation to the above. The provider has since monitored and reviewed her service and made improvements to the premises internally and externally. These matters have therefore been addressed.

5.2 Recommendations for improvement

- Revise relevant documents to reflect the recent changes to the service and keep these documents under review.
- complete the outstanding work of the premises;
- ensure that the outdoor areas are suitable for children and have been risk assessed before they are next used and
- maintain good levels of communication with parents.

6. How we undertook this inspection

This was an unannounced focused inspection to test compliance. As part of the inspection process:

- One inspector visited the service for approximately two and a half hours;
- we spoke to the RP, staff and children;
- observed care practice and interactions between children and staff;
- examined some service documents and records including staff files, attendance records and the review of quality of care report;
- completed a visual inspection of the premises;
- considered information held by CIW including the last inspection report and
- fed our findings back to the RP at the end of the inspection.

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
Registered Person	Gail James
Person in charge	Gail James
Registered maximum number of places	34
Age range of children	0 – 6 years
Opening hours	7.30am to 6.00pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	25 October 2018
Dates of this inspection visit	02 January 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. We recommend that the service provider considers Welsh Government's <i>"More Than Just Words follow up strategic guidance for Welsh language in social care."</i>
Additional Information:	