



# Childcare Inspection Report on

**Norfolk House Nursery**

**9 Caerau Crescent  
Newport  
NP20 4HG**



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## **Description of the service**

Norfolk House Nursery Ltd is registered with Care Inspectorate Wales (CIW) to care for up to 68 children aged from birth to 12 years; it has been registered since 2008. There is a responsible Individual (RI) who acts on behalf of the company and a Person in Charge (PiC) who manages the nursery on a day to day basis. The nursery is located in a residential area, near to Newport City Centre. The nursery operates from two large traditional three storey buildings that have been converted into one property. The nursery opens from 8.00am to 6.00pm throughout the year. Care is provided through the English language, with the use on incidental Welsh.

## **Summary of our findings**

### **1. Overall assessment**

This focused inspection was undertaken in response to a concern raised with CIW and therefore we only looked at specific aspects of the service such as the recording of accidents, incidents and pre existing injuries. We also looked at the complaints procedure and use of CCTV. We note that children appeared to be happy and settled. They are cared for by a staff team who engaged well with the children and relationships were seen to be positive and affectionate. The environment is welcoming and well resourced. Leaders of the nursery engaged and co-operated with the inspection process and were open and professional in their interactions with inspectors.

### **2. Improvements**

The following improvements were noted since the last inspection in August 2018:

- Toilet facilities are being improved, although this is quite a large project and is on going and
- blind cords in rooms are tied back safely and out of reach of children

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

There were no areas of non-compliance identified at this inspection. Some areas for further improvement were identified and these mainly related to recording systems. This is detailed in section 5.2, towards the end of this report.

# **1. Well-being**

## **Summary**

This was a focused inspection, therefore, we did not inspect the theme of well-being in full, but rather undertook limited observations of the children's play and interactions in some of the base rooms. This theme will be examined in detail at the next full inspection.

## **Our findings**

Overall, we found children to be happy, settled and well occupied. The pre-school aged children benefit from being able to move freely between two base rooms and we saw them enjoying playing with a good selection of toys and resources. Children were engaged with their play, they played well together and happily shared toys and resources. We noted one child sat in the book corner and thoroughly enjoyed reading a book to the dollies. We saw a small group of children playing with the building blocks, to build a tower and a road for their cars. In another base room for children aged from 2.5 to 3 years, we observed children happily playing in the home corner, again demonstrating good co-operation skills, sharing the toys and generally having a lovely time. Throughout our inspection we observed children accessing different areas of the nursery, with the older babies enjoying physical play on the slides and in the soft play room and older children enjoying time outside undertaking adult led activities with the parachute. Children approach staff freely, asking questions and chatting about their play and things of interest. Children follow instructions well and are familiar with routines of the nursery. They left their main care givers happily and embraced the opportunities that the nursery had to offer.

We found the children enjoyed their play and learning and are provided with opportunities to develop a range of skills which will support their transition into school and beyond.

## **2. Care and Development**

### **Summary**

This was a focused inspection, therefore, we did not inspect the area of care and development. This theme will be examined in detail at the next full inspection.

### **3. Environment**

#### **Summary**

This was a focused inspection; therefore we did not inspect the area of environment. This theme will be examined in detail at the next full inspection.

However, we did note that some improvements to the environment had been made in response to recommendations made at the last inspection. Blind cords were fitted safely and out of reach of children. Furthermore, we held discussions with the management team regarding arrangements for ensuring children's privacy and dignity when using the toilets. We were shown that doors had been fitted to some of the toilets which are used by the pre school aged children. There are plans in place to remove the shower type curtains and fit doors to all the toilets used by the children. This work will be a real improvement and will ensure children's dignity and privacy is maintained. We noted that three chairs in the dining room, used by toddlers and pre school aged children, had harnesses attached to them, so that children can be held in place by them. We discussed the appropriate use and management of these harnesses and the management team agreed to include their use in their risk policy and/or statement of purpose. This will ensure that parents are made fully aware of their use.

We found the environment to be well maintained, welcoming and inviting. The inside of the nursery provides additional provision such as a soft play and sensory room, which the children can utilise and enjoy. However, the replacement of curtains with doors, on all toilet cubicles, should be continued as a priority.

## **4. Leadership and Management**

### **Summary**

This was a focused inspection,; therefore, we did not inspect the area of leadership and management in full. This theme will be examined in detail at the next full inspection.

### **Our findings**

In response to the concern raised with us, we examined a range of records relating to the recording of accidents, incidents and children presenting with pre-existing injuries. We found accident and incident records were completed with a good level of detail and signed by parents and staff members. A member of the management team also signs the form and an audit is undertaken every two to three weeks to help identify any potential problem areas and to ensure the forms are completed correctly. There is a pre existing injuries form and staff are aware of the need to complete this form in a timely manner and discuss any points with parent/carers. However, CIW are aware of at least one occasion when the staff team had not followed this procedure correctly.

We examined how the management team responds to complaints/concerns raised with them and noted that there were clear processes in place. The management team will undertake any action points in a timely manner, although they do not always keep a written record of the actions taken. Management confirmed that if any concerns relating to the care of individual children or general practice are raised with them, they will discuss this with the staff team. However, this is not always followed up in writing, for example by written memo or staff team minutes. We looked at the daily risk assessment checklist and the management team informed us that following the recent concern, they now include daily checking of the CCTV to ensure that it is recording properly.

The management systems we examined were seen to be well organised and detailed. Some improvements could be made in relation to ensuring all staff follow the procedures in place. Additionally, written records in response to how the nursery responds to concerns could include more written evidence.

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

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

None

### **5.2 Recommendations for improvement**

The following areas for improvement were discussed with the management team:

- Ensure the use of harnesses in the dining room is included in policies, so that parents/carers are fully aware of their use;
- continue to monitor the use of CCTV so that difficulties with it are identified and dealt with efficiently.
- follow up important verbal communication with staff with written memo/minutes of staff meetings
- ensure there is a full written record including dates, of how concerns/complaints are responded to/action taken and
- ensure staff are aware of correct procedures for recording any pre-existing injuries and how these findings are communicated with parents.



## **6. How we undertook this inspection**

One inspector undertook an unannounced focused inspection as a result of a concern raised with CIW. We were unable to substantiate the concern, although we did make some recommendations relating to aspects of record keeping and the monitoring of the CCTV within the nursery. The following methodology was used to gather evidence for this report:

- Discussion with PiC and the management team;
- observations of care routines and conversation with some of the children;
- discussions with care staff;
- consideration of some management records and
- consideration of information held by CIW.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Yatin Mianger
Person in charge	Julia Walford
Registered maximum number of places	68
Age range of children	Birth to age 12
Opening hours	8.00am to 6.00pm – Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	15 and 16 August 2018
Date of this inspection visit	10 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. 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 "More Than Just Words follow on strategic guidance for Welsh language in social care."
Additional Information:	