



# Childcare Inspection Report on

**Kites Nursery Caerleon**

**Star Trading Estate  
Ponthir Road  
Caerleon  
NP18 1PQ**



**Date Inspection Completed**

08/08/2019

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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

Kites Nursery Caerleon has been registered since March 2008 to provide full day for up to 95 children under the age of 12 years. The service is located in a large building on the Star Trading Estate in Caerleon in the Newport Borough. The nursery operates Monday to Friday, 8am to 6pm, all year round and offers breakfast, after school and holiday care. There are two registered persons (RPs), Catherine and Michael Whelan, who are the owners of the nursery. They have appointed a suitably qualified and experienced person in charge (PiC) who is responsible for the day to day running of the service. The service is registered with Estyn as an Early Years Education provider. This is an English language service with the use of incidental Welsh.

## 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

Kites Nursery Caerleon is a well run service. Children are happy and cope well with separation from their parents. They benefit from a good range of activities that appeal to their interests and make appropriate choices because they know what is available to them. Staff are suitably qualified and enthusiastic about their roles. They know the children well and understand their individual needs. The environment offers plenty of space for the number of children cared for. Improvements have been made to the outdoor and indoor play areas and a programme of re-decoration is in progress. The leadership team work closely together and have a shared vision for the service. The PiC has been at the service for approximately a year and has developed a detailed action plan for improvement. Paperwork is well organised and meets the requirements of the Child Minding and Day Care (Wales) Regulations 2010 (Regs) and National Minimum Standards for Regulated Childcare (2016) (NMS). The RP, PiC and staff team were fully engaged with the inspection process and were open and transparent throughout.

### 2. Improvements

Recommendations from the last inspection have been implemented:

- Daily checks of the outside play area are completed in a timely manner;
- categories and signs of abuse are included in the safeguarding policy and
- cleaning products are stored out of the reach of children.

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

There were no areas of non compliance identified during this inspection. Good practice recommendations are referred to in the body of the report and summarised towards the end.

# 1. Well-being

**Good**

## Summary

Children are happy and settled at the service. They are confident to approach staff because they know they will be listened to. There are opportunities for them to develop independence and make their own decisions. Children benefit from activities and resources that appeal to their interests. They can access resources independently allowing them to follow their interests. Children interact well and are forming friendships.

## Our findings

Children at the service have a strong voice and are listened to. We saw children happily approaching staff to ask for help or just to chat. They are confident to communicate as they know their opinions are respected. Children's ideas are gathered at the beginning of each topic and they contribute to ideas for activities based on what they already know and what they would like to learn. Individual routines are followed, particularly with younger children and babies. For example, staff recognise when they are tired and they are able to sleep at times that suit them.

Children are happy and their achievements are recognised and valued. Their work and photographs are displayed throughout the nursery. This gives children a sense of belonging and demonstrates that their efforts are valued and celebrated. We saw that children have formed close emotional attachments with the people who care for them. We heard children calling the staff by name and they enjoy interacting with staff in other rooms. For example, we saw children playing with all of the staff and the PiC during outdoor play.

Children at the service interact very well. Younger children play happily together or alongside each other, depending on their age and stage of development. We observed three younger children playing in the sand and water. They shared resources and chatted happily. Older children form friendships and are becoming sensitive to the needs of others. For example, staff told us that older children had helped younger children to learn their lines for a production put on by the holiday club. They made up games to help them remember the words and enjoyed the success that resulted.

Children enjoy their time at the service. Older children spoke enthusiastically about the activities they had taken part in during the summer holiday club. For example, they had put on a 'Gruffalo' show for younger children. They talked about making the props and scenery and told us they it was 'really good fun'. We also observed children making props for the circus skills topic. They were totally engaged in making bunting to decorate the outdoor classroom and they were keen to show us other props they had made such as the weight bars and tickets. They were very proud of their achievements and were excited about the topic.

Children develop well and are provided with good opportunities to develop their independence. For example, during meal and snack times they serve themselves and

choose what they want to eat. We found that most children are making progress in line with their age and stage of development. We saw evidence that they have access to a good range of activities to support their all round development such as physical, emotional and social.

## 2. Care and Development

Good

### Summary

Children are cared for by suitably qualified and experienced staff who know them well. They are generally consistent in their approach to managing interactions and work in line with the service policies. Activities are carefully planned and appeal to the children's interests. Staff have a good understanding of safeguarding procedures and this has a strong emphasis within the service.

### Our findings

Staff have good knowledge of how to keep children safe and healthy. Mandatory training such as safeguarding, food hygiene and paediatric first aid is updated in a timely manner and staff we spoke to were confident about how to refer concerns about children's welfare. They have also undertaken training on 'Prevent', which is a government initiative to help child care providers to recognise signs of extremism and radicalisation. Healthy lifestyles are promoted through a healthy menu. There is plenty of fresh fruit and vegetables and water is available throughout the day. Children take part in the 'daily mile'. Staff told us that all children and staff take part together to promote the importance of physical activity. Fire evacuation drills are carried out monthly and when new children start, ensuring that all children know what to do in the event of an emergency, and appropriate records are kept. Routines such as hand washing are well established and many children are beginning to understand the importance of good hygiene. For example, we heard one child say *"Look, my hands are dirty. I need to wash them"*.

Staff generally manage interactions very well. There is a behaviour policy in place and most staff work in line with this. However, there is limited information on how staff will cater for the needs of children with on-going behaviour difficulties and this should be included. We heard lots of praise for positive behaviour such as sharing and turn taking. Children respond well to praise and are keen to please. On the days of the inspection, behaviour was very good and when reminders were needed, they were done in a calm and sympathetic manner. For example, when a child became upset because they couldn't have a resource they wanted, a member of staff sat on the floor with them and explained that if they helped to tidy away quickly there may be time to have it after. The child responded positively and soon helped to tidy up.

Staff understand the individual needs of the children they care for. All children have an 'all about me' sheet which contains valuable information on their routines, likes and dislikes. For example, 'I don't like having my nappy changed so please take my puppy with me' and 'I sometimes get shy around strangers and like to hide in a corner. A cuddle will help me'. Activity plans are completed weekly and these cover a good range of topics that appeal to



children's interests. Cultural diversity is promoted through topics such as Eid, and Chinese New Year. Incidental Welsh is used throughout the setting and displayed in the rooms. Observations of children's progress are recorded and next steps in learning are effectively identified.

### **3. Environment**

**Good**

#### **Summary**

Children are cared for in a secure, clean and suitable environment. Hazards are identified and where possible eliminated. Improvements have been made to the layout of the rooms, the outside play space and there is an on-going programme of re-decoration. Resources are well maintained and sufficient in quantity to provide children with good variety and choice.

#### **Our findings**

Leaders ensure that the premises are safe and comply with the National Minimum Standards for Regulated Childcare. Staff are aware of their responsibilities in relation to the safety and welfare of children and adhere to the service policies. The premises is secure and visitors are required to sign in. There are detailed risk assessments in place and staff take responsibility for daily checks of all play areas. When risks are identified they are, as far as possible, eliminated. We noted that staff positioned themselves well throughout the setting. This helped to ensure that they could monitor the children's safety in an unobtrusive manner and be on hand to offer assistance if needed. We heard lots of communication between staff and they worked well together. This ensured that all areas of the service were suitably supervised and children were able to take appropriate risks in a safe environment.

The environment is warm, welcoming and stimulating for children. Rooms are arranged in a way that allows children to move freely between activities. Resources are stored at low level, allowing children to access them independently. Children's work is displayed and this helps to create a sense of belonging to the service. In the base rooms we saw that furniture was of suitable size and design for the ages of the children. There have been effective changes to the arrangement of rooms on the ground floor with the babies play and sleep rooms being re-located. An indoor physical activity room and sensory room have been developed as a result, providing children with more variety and choice. The outdoor play space has also undergone improvement including the addition of mud kitchens, an outdoor classroom and re-surfacing of the babies play area. The outdoor space is well utilised and we saw children totally engaged in various activities such as role play in the mud kitchen, physical play, water and sand play. We also noted that children had planted vegetables such as pumpkin and courgette. Staff told us they had picked the vegetables, done observational drawings and baked bread to eat with them.

All rooms have a very good range of resources such as dressing up, construction, small world, books and games. We noted that these were sufficient in quantity for children to have variety choice. There was a good range of multicultural resources such as books and puzzles and re-usable items were used in daily activities. Welsh words and phrases were

prominently displayed, promoting the use of the language. In the holiday club, there were ample art and craft materials and topic related resources. However, the range of free choice resources for older children was more limited.

## 4. Leadership and Management

**Good**

### Summary

Leadership of the service is effective. There are robust recruitment procedures in place and staff undertake a thorough induction programme. There are clear roles and responsibilities for all staff. Staff are well supervised and supported, ensuring that policies are consistently implemented. The leadership team has clear vision for the service and this is informed by robust self evaluation processes.

### Our findings

The service benefits from effective leadership. A comprehensive and up to date Statement of Purpose is in place and provides an accurate picture of what the service offers. Leaders ensure that the service complies with the Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards for Regulated Childcare and often exceeds them. A good range of policies and procedures ensure that the service operates smoothly on a day to day basis. We discussed with the PiC and RP the need to update the role of CIW in the complaints policy and develop a complaints policy for children over the age of eight. This had been done by the second visit. Staff are well qualified and leaders ensure that required training such as paediatric first aid, safeguarding and food hygiene is up to date. Disclosure and Barring Service (DBS) checks are updated in a timely manner. All safety and insurance certificates are up to date.

There are very good systems in place for self evaluation of the service. A comprehensive quality of care report has been produced and this outlines the improvement that have been made. Questionnaires are sent out twice a year and the responses inform the self evaluation process. Leaders have a clear vision for the service and there is a detailed improvement plan. Improvements such as children serving themselves at lunch and snack times, highlighted in the quality of care report, were seen to be having a positive impact on the service.

Staff are well managed and supported. The recruitment process is robust and suitability checks are carried out prior to new staff commencing their role. We saw that staff files contain all of the required information and are well organised. There is a robust procedure for staff supervision and appraisal. Supervision meetings take place half-termly and formal appraisals are held annually. Staff are able to access a good range of training. We saw that following training, staff evaluate and feedback key points during staff meetings. Morning briefings are held weekly and staff told us they are kept well informed.

The service has established partnerships with parents and outside agencies. We saw that daily records are sent home to parents of younger children, providing key information about food, toileting and activities. Parent meetings are held annually providing opportunities for

parents to discuss their children's progress. Good use is made of the local community. For example, children go on walks to the woods and visit the local church for celebrations such as Remembrance Day. We saw positive comments from parent questionnaires such as; *'we are extremely happy with the nursery and our child's development. The nursery seems to be going in a very positive way with the new manager and her ideas', 'love the outside space, and new outside classroom' and 'my child is encouraged to be healthy at nursery'.*

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

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

None

### **5.2 Recommendations for improvement**

- Develop range of free choice resources for older children attending holiday club;
- review the behaviour policy and include more detail in relation to individual behaviour plans;
- develop a complaints policy for over 8's and
- update the role of CIW in complaints policy.

## 6. How we undertook this inspection

This was a full, unannounced inspection undertaken as part of our normal schedule of inspections. Approximately nine hours was spent at the service by one inspector over two visits. The following methodology was used to gather evidence:

- Observations of care routines and practices including behaviour management;
- discussion with the PiC , the RP and staff;
- conversation with several children;
- visual inspection of both inside and outside play areas;
- consideration of information held by CSSIW and
- sight of a range of policies and procedures, including the safeguarding policy.

Feedback was given to the RP 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

|  |  |
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| Type of care provided  | Children's Day Care<br>Full Day Care   |
| Registered Person  | Michael Whelan<br>Catherine Whelan   |
| Person in charge   | Petra Williams   |
| Registered maximum number of places  | 95   |
| Age range of children  | Birth to 12 years  |
| Opening hours  | Monday to Friday<br>8.00am to 6.00pm<br>All year round   |
| Operating Language of the service  | English  |
| Date of previous Care Inspectorate Wales inspection                            | 09 November 2017   |
| Dates of this inspection visit(s)  | 07 August 2019<br>08 August 2019   |
| 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   |  |

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