



# Childcare Inspection Report on

**Fledglings Nursery**

**Fledglings Nursery  
The Beacon Centre  
Harrison Drive  
St Mellons  
CF3 0PJ**



**Date Inspection Completed**

10/07/2019

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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

Fledglings Nursery is based in the Beacon Centre, St Mellons, Cardiff and offers 26 places for children aged between 2 and 5 years. The playgroup runs during term time for 5 mornings and 5 afternoons each week. The service is managed on behalf of Fledglings Playgroup Ltd by a Responsible Individual (RI) who has appointed a suitably qualified Person in Charge (PiC) to manage the playgroup on a day to day basis. The playgroup offers a Flying Start service. This is predominantly an English language service, with some use of the Welsh Language.

## Summary

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

### 1. Overall assessment

Outcomes for children are positive in relation to their well-being. They have a selection of play opportunities, strong relationships are being formed between children and their carers and some independence is promoted. Care practice is informal and responsive. Good health and safety procedures are in place and children are well supported by a small effective team. Overall, the environment is safe and there is sufficient space for play and learning. Management of the service is effective in some areas, but there are some issues which need to be addressed to ensure that regulatory requirements are met.

### 2. Improvements

The outdoor area has been developed in line with the good practice recommendation at the last inspection.

### 3. Requirements and recommendations

The service is not meeting all the legal responsibilities in relation to:

- ensuring that risks in the environment are identified and so far as possible eliminated;
- ensuring that staff files contain all the relevant information as outlined in Regulations;

- ensuring that all employees who look after relevant children receive appropriate supervision and appraisals in line with Regulations and
- ensuring that the safeguarding procedure was followed accurately and reporting of any concerns about the welfare or safety of a child to an officer of the local authority.

Non-compliance notices have not been issued as the PiC provided information during and following the inspection confirming that they had addressed these matters.

Some good practice recommendations have been made which are outlined in section 5 of the report.

## 1. Well-being

**Adequate**

### Summary

Children receive an adequate quality service which provides warm, nurturing care and positive experiences. They have access to a satisfactory range of suitable resources and activities which promote their all-round development.

### Our findings

Children are supported to make their own decisions about how they spend their time at the nursery. They are able to choose from a variety of stimulating opportunities. Children's self-expression is encouraged and we heard staff carefully listening to children and showing interest in their conversations. Staff gave children time to respond to questions and gave positive responses to them which acknowledged and valued their attempts at communication. We saw that most children were able to make appropriate choices because they were familiar with the routines and trusted the staff to help them when needed. Children are encouraged to express their opinions and we saw that they contributed to decisions regarding songs and stories.

Children are content and have positive emotional attachments with their carers. Children who are new to the service are provided with the individual close contact needed to feel safe. Children have positive relationships with staff who support them and they were confident that their emotional needs would be met. Children were seen to enjoy their time at the setting as a result of the warmth and affection they received from staff.

Children are in the early stages of understanding their own feelings and those of the people around them. We saw that some children liked to play alone and that most children cooperated and played with others. We saw that children were able to wait and to take turns during snack time. Most children are developing coping strategies to deal with the times when they have to wait. We saw examples of spontaneous affection shown by some children to their friends and to staff. A young child who accidentally bumped into another child was seen to bend down and help them up and to say "I'm sorry, I ran into you by accident." They then ran off together holding hands and laughing.

Children are engaged in their play and learning but can also relax and enjoy quiet times. They have the freedom to explore their environment both indoors and outdoors. They are able to concentrate for an appropriate amount of time for their stage of development. We saw that they were engrossed in the animal care project which involved the nurturing of eggs to hatching and the after care. Children squealed with excitement as they watched the little ducklings and chicks dive and swim at bath time. They have extended periods of child initiated, uninterrupted play as well as frequent opportunities for adults to play alongside

them. We saw that the children had access to a suitable variety of activities and resources which were appropriate for their age and stage of development. This led to a very busy but relaxed atmosphere with children engrossed in play and learning of their choosing.

Children are developing well and learning important self-help skills and independence. We noted that children were encouraged to wash their hands without in readiness for snack and to take part in the duck and chickens bath time. . Some children helped tidy resources away. Children put on and took off dressing up costumes with help from the staff when required. The PiC was open to suggestions on how these skills could be further developed at snack time.

## **2. Care and Development**

**Adequate**

### **Summary**

The staff group work effectively together. Care is responsive and tailored to the individual needs of children. They give warm and sensitive care and have consistent and realistic expectations of children. However, care must be taken to ensure that safeguarding procedures are followed accurately in order to keep children safe. .

### **Our findings**

In general, children are kept safe and well; however improvements are required with regards to ensuring that the safeguarding policy is followed accurately at all times. There is a designated child protection officer and a safeguarding policy. We saw that although most concerns for children's safety were logged and considered by the safeguarding manager, that records lacked detail as to what actions were taken or an audit of the decision making processes. We notified the PiC that this was an area of non compliance who agreed to update all staff on the procedure and to develop the record keeping of concerns. Staff help children understand why they need to wash their hands at certain times. Children's specific dietary needs are identified and staff provide healthy snacks and drinks. Outside play is encouraged and we saw children use the enclosed outdoor area before snack.

Staff have realistic expectations of children and strategies to manage children's social behaviour are age appropriate and positive. Staff work closely together to ensure they have a consistent approach in line with their behaviour policy. Acting as good role models, staff encourage children to undertake tasks such as tidying up and sit with them for their snacks to promote their social skills.

Staff are motivated, well qualified and keen to promote children's development. Staff work well together and are aware of their individual roles; this helps ensure that the sessions run smoothly, allows them time to engage with children and provide responsive, nurturing care. Children's personal needs are attended to promptly. Staff knew the children well and were sensitive to their different needs, abilities and backgrounds. Children's development is monitored and assessed in order to plan for the next steps in their learning. We discussed how this could be further developed by reviewing their current profiles for children. Staff knew when to engage with children, using questioning well to extend children's language skills and encourage children to make their own decisions, and when to allow children to play uninterrupted. Some resources help reflect a diverse society and the PiC told us a variety of festivals are celebrated to help give children a multicultural perspective.



### **3. Environment**

**Adequate**

#### **Summary**

Overall, appropriate systems are in place to ensure that the physical environment is secure and safe. The room used for play is large, stimulating and comfortable. The lay out and range of resources allows children to make choices and follow their interests. However, more attention is required to ensure that potential hazards to children's safety are identified and removed promptly.

#### **Our findings**

Overall, the RI ensures children are able to enjoy a safe and secure environment. The RI ensures that annual risk assessments are reviewed as necessary and that daily checks of the premises are carried out. However, we noted that there were some trailing leads that could be a potential hazard to children's health and safety. We informed the PiC that this was an area of non compliance. She address the issue immediately and all leads were removed. Accident and medication records are maintained appropriately. Emergency evacuation procedures are practised regularly and recorded.

The indoor play space is well organised and child friendly with plenty of room for children to move freely. Areas for different types of play are set out to create interesting spaces for the children. The outside area is enclosed and provides the children with different play experiences such as ride-ons, and sand and water play. We also suggested that she undertake Public Health Wales' Infection control Audit Tool for Day Care provisions.

Children have access to a range of suitable resources and equipment. There is appropriate furniture for children to sit comfortably to undertake table top activities and eat their snacks. There are an appropriate range of resources to promote children's learning and development. In general, these are clearly visible, easily accessible to the children and suitably located in the corresponding play area. The nursery has some multicultural resources as well as those which reflect the wider society and promote equality. The PiC told us that toys are cleaned regularly and rotated with those in storage to help maintain children's interest and there are plans in place to provide additional resources to extend children's learning opportunities.

## 4. Leadership and Management

**Adequate**

### Summary

Overall, we found that although the management have procedures in place to ensure the smooth running of the service, not all of these systems were followed consistently. However, we found that the PiC were very open to discussion and demonstrated a strong commitment to resolving issues identified during the inspection.

### Our findings

Leaders do not currently ensure that all areas of the service operate in line with legal requirements. They have an understanding of current best practice relevant to children in their care, but some paperwork does not currently meet regulatory requirements. Leaders have a vision for the service and this is shared in their Statement of Purpose. We saw that parents are provided with information prior to their children starting at the service including policies and procedures. The Statement of Purpose is in need of review and updating to ensure it includes all the necessary information for parents to make an informed decision about using the service. Policies and procedures have not all been updated with CIWs change of name. We looked at a sample of records including registers, staff recruitment files, children's records and accident forms. We spoke to the PiC about the non compliance issues identified during the inspection which she agreed to action immediately to ensure that they were operating in line with the updated National Minimum Standards 2016 (NMS) and regulations.

The RI ensures that there is ongoing self-evaluation and plans for the development of the service. She reviews the quality of the services to help improve the quality of their service. They seek the views of parents and children and the PiC explained how they had undertaken a review of the quality of their care produced a written report which will be made available to parents.

Leaders do not ensure consistency in relation to staff recruitment processes in line with regulatory requirements. We found that three staff files did not include all required evidence including proof of identification, references, photographs and health declarations. Staff files also contained little evidence of regular staff supervision and appraisals. We spoke to the PiC and informed her that these were areas of non compliance. She explained that as they were a small group they had regular catch ups which were not currently recorded and agreed to address this without delay.

The nursery works closely with parents to promote positive outcomes for children. Parents are invited to share their knowledge about their child before they start so that their child's preferences and needs may be identified and appropriate plans to support them put in place. The PiC told us that they have good links with the teachers of the schools where the children attend to ensure that children's developmental needs are well understood and aid their smooth transition into mainstream education.

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

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

None

### **5.2 Recommendations for improvement**

- Update the statement of purpose in line with National Minimum Standards guidelines;
- update all policies and procedure with CIW recent change in name;
- ensure all areas of the provision are suitably resources with age appropriate engaging continuous provision;
- further develop the planning for children's skills linked to the next steps in their learning;
- complete the Infection Control Audit Tool for Day Care in line with Environmental Health Guidelines and
- further increase independence skills at mealtime by encouraging children to pour their own drinks and serve themselves where appropriate;

## 6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector and a CIW business support colleague undertook one visit to the service for a full day including two sessions of the playgroup.

- We observed the children undertaking their activities and the care provided by the staff;
- we spoke with several parents, staff and the PiC, to obtain their views and clarify information about the running of the nursery and future plans;
- we looked at an extensive range of records and documents including staff files, accident records, policies and procedures, children's developmental records and children's individual targets;
- we looked at the premises, risk assessments and other documentation relating to safety measures and took account of the security measures in place and
- our findings were fed back to the 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

Type of care provided	Children's Day Care Sessional Day Care
Responsible Individual	Martyn Pennington
Person in charge	Janine Patterson
Registered maximum number of places	26
Age range of children	2- 5 years
Opening hours	9am- 12pm & 12:30 – 3:30pm Monday to Friday Term Time Only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	5 November 2015
Dates of this inspection visit	10 July 2019
Is this a Flying Start service?	Yes
Is early year's 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: None	

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