



Childcare Inspection Report on

Butterflies Day Nursery Tredegar

**Unit J & K
Crown Business Park
Tredegar
NP22 4EF**



Date of Publication

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Description of the service

Butterflies Day Nursery Tredegar is registered with CIW (Care Inspectorate Wales) to provide day care for up to 66 children under 12 years of age. It is located on a business park on the outskirts of Tredegar. The setting is open from 8am to 6pm weekdays, and offers an earlier start from 7am and a service on Saturdays on request. The nursery provides full and part time places, an after school and holiday club, and wrap around service with several local schools. The nursery is owned and managed by two registered persons/persons in charge (RPs/PiCs), Hilary and Hannah McPherson. This is predominantly an English language service with some use of the Welsh language as part of the daily routine.

Summary of our findings

1. Overall assessment

This was a focused inspection looking mainly at the well-being of the children and aspects of the service which related to a concern received. Overall, children are happy and settled. They are able to form good relationships with their carers and they are excited to take part in the activities provided. However, management of the service in some areas is poor. Routines and insufficient staff at certain points during the day mean children's well-being is not always promoted well enough.

2. Improvements

As this was a focused inspection in response to a concern, we did not look at this area.

3. Requirements and recommendations

We found the registered persons are not meeting legal requirements in respect of the following regulations:

- **Staffing:** There are insufficient staff looking after the relevant children. This is resulting in inadequate outcomes for some children using the service which are outlined in the report. We have therefore issued a non-compliance notice in relation to this. Details of the actions required are set out in the non-compliance report attached.
- **Records:** The daily attendance registers do not always show the times of attendance of the children or the names of the persons looking after them. A notice in relation to this has not been issued on this occasion as there is no immediate impact for children using the service. We expect the registered persons to take swift action to rectify this issue.

1. Well-being

Summary

Children have good relationships with their carers and have formed strong bonds of attachment with their key worker. Overall, most children are happy and settled. They are generally excited to take part in the activities available to them, and overall, are developing their independence skills. However, during school pick-up and drop-off times and meal times some children become upset and unsettled, and disengage during these parts of the day.

Our findings

1.1 To what extent do children have a voice?

Children make choices and decisions about their play. The sessions are mainly free play and children follow their own interests, whilst being well supported by staff. Children confidently choose their own resources and make suitable choices about what they do, for example, building a train track or playing on wheeled toys outside. Older children are happy to express their preferences at meal times and give ideas for songs during circle times.

Children have a voice and staff respond to their wishes.

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

Most children are settled and generally enjoy themselves at the service. Younger children and babies are forming good attachments with their key workers. They enjoy smiles and cuddles from consistent staff who know them well. However, this is not consistent enough. For example, some babies are unsettled and insecure for sections of their day, particularly when their key staff leave the nursery to undertake school pick-ups and drop-offs, and at lunch times when they are not always fed by a consistent member of staff and they are in a noisy, busy environment.

Routines at some points during the day mean some children do not always receive adequate support or attention which may lead them to feeling unvalued.

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

Overall, children are happy and enjoy their play. Younger children engage well at circle times, listen to the stories keenly, and clap their hands as they count in English and Welsh. They are excited to go outside. Babies enjoy exploring their environment, for example climbing on their soft play, feeling the sand and practising their first steps, with excellent support from staff. However, older children are not always engaged in the activities provided such as during story time, when some children are getting ready

to go to school or moving rooms to go to sleep. Some babies are not always relaxed during their meal times and sometimes become unsettled.

Children generally enjoy their play. However, this is not always consistent enough.

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

Overall, children are developing their self-help skills and are becoming increasingly independent. They wash their hands at appropriate times, with support when needed, and are learning to manage their meals well by themselves. They confidently help themselves to their resources and find what they want to play with. They can recognise their coats and are increasingly able to put them on independently. However, children do not always have good enough opportunities to develop their self-help skills at meal times, for example, pouring their own drinks, serving themselves or helping to clear up afterwards. Children are generally developing good social skills. However, some children are not always supported adequately to promote these skills well; they do not always have the opportunity to sit with their peers, or be supported by consistent staff during meal times.

Children are developing their social and self-help skills adequately.

2. Care and Development

Summary

This was a focused inspection which looked mainly at the issues raised in the concern received. We therefore did not look at this theme at this inspection. This theme will be considered at a future inspection.

3. Environment

Summary

This was a focused inspection, which looked mainly at the issues raised in the concern received. We therefore did not look at this theme at this inspection. This theme will be considered at a future inspection.

4. Leadership and Management

Summary

This was a focused inspection which looked mainly at the issues raised in a concern received. We therefore only looked at areas within this theme which related to the concern. Leaders have not ensured there is a sufficient number of staff to meet children's needs at all times. This has a significant impact on the children's well-being. We have therefore issued a non-compliance notice in respect of this. Registers need to be improved to comply with the regulations.

Our findings

4.1 How effective is leadership?

Leadership in some areas is poor. This has led the service to be non-compliant with the regulations. There are insufficient staff at school pick-up and drop-off times and routines at these points during the day and meal times mean there is insufficient focus on children's needs. The registered persons/persons in charge do not organise themselves so at least one of them is supernumerary. Staff consider they have good training opportunities and are supported well with their professional development. However, not all staff feel they are able to contribute effectively to the successful running of the nursery. Daily attendance registers are kept and the children's main carer is identified. However, the registers do not always show all children's attendance times or any changes in their carers during the day. An accurate record to show actual times when staff leave the nursery is not kept.

Overall, leadership is inadequate, and some staff and children do not always feel valued.

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

Overall, leaders do not manage staff adequately. There are appropriate procedures for the recruitment of staff. Staff are suitably qualified and feel the appraisal system supports them with their professional development. However, leaders do not ensure there are sufficient, qualified staff for the range of children cared for at some points during the day. During these times, outcomes for children are poor. This is a serious matter and we have therefore issued a non-compliance notice in respect of this.

Management of staff is poor.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Areas of non-compliance from this inspection

We notified the registered persons the service was not compliant with the following regulations:

- Regulation 27 (a)(b)– Staffing: This is because the registered persons have not ensured that at all times there is a sufficient number of suitably qualified staff looking after relevant children.
 - This is resulting in poor outcomes for some children. We have therefore issued a non-compliance notice in relation to this.
- Regulation 30, Schedule 3.6 - Keeping of records: We advised the registered persons that improvements are needed in relation to the daily attendance registers. This is because the registers do not always show the times of attendance of the children or the names of the persons looking after them.
 - A notice has not been issued on this occasion, as there was no immediate impact for children using the service. We expect the registered persons to take immediate action to rectify this and it will be followed up at the next inspection.

5.2 Recommendations for improvement

- Extend opportunities for children to practise their self-help skills, particularly at meal times and ensure all children are able to sit with their peers to promote their social skills;
- ensure staff are able to contribute effectively to the development of the service, and
- maintain a record to accurately reflect the times staff are present in the nursery.

6. How we undertook this inspection

We undertook this inspection due to a concern raised regarding specific aspects of the service. The inspection was a focused inspection, which looked mainly at children's well-being and areas related to the concern.

- One inspector visited the service; the visit was unannounced and took approximately five hours;
- we observed children undertaking their activities and the care provided by the staff;
- we interacted with the children at appropriate times;
- we looked at two staff files and records of attendance and staff meeting minutes;
- we briefly viewed all parts of the premises and took account of the security measures in place;
- we spoke with the RPs and staff to obtain their views and clarify information about the running of the nursery, and
- our findings were fed back to the RPs and all recommendations and non-compliance were discussed.

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

www.careinspectorate.wales

About the service

Type of care provided	Children's Day Care Full Day Care
Registered Person	Hannah McPherson Hilary McPherson
Person in charge	Hannah McPherson Hilary McPherson
Registered maximum number of places	66
Age range of children	Birth up to 12 years
Opening hours	8am to 6pm, weekdays 7am weekdays and Saturdays on request
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	9 and 10 July 2018
Dates of this inspection visit	11 March 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 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	



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Care Standards Act 2000

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website

www.careinspectorate.wales

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Date of publication: **Thursday, 9 May 2019**

Leadership and Management	Our Ref: NONCO-00007426-FRVT
Non-compliance identified at this inspection	
Timescale for completion	01/05/19
Description of non-compliance/Action to be taken	Regulation number
	27 (a) 27 (b)
Evidence	
<ul style="list-style-type: none"> - The registered persons are not compliant with regulation 27. - This is because the registered persons have not ensured that there is at all times, having regard to - <ul style="list-style-type: none"> a) the statement of purpose and the number of children and needs (including any needs arising from any disability) of the relevant children, and b) the need to safeguard and promote their health and welfare, a sufficient number of suitably qualified, skilled and experienced persons looking after relevant children. - The evidence: At school pick-up and drop-off times, which take place four times each day for periods of between 30 and 50 minutes, there are insufficient staff for the numbers of children attending. For example, in the baby room for the lunch time pick-up there were two staff and eight babies. In the toddler room there was one member of staff and one of the registered persons, with five 2 year olds and two children under 2 years. Three staff told us that in the toddler room at these times there are usually seven toddlers and only one member of staff. They told us lunch was often late as one of the RPs now also does the cooking. In the wrap-around room after lunch there were 10 children and only one member of staff. For most of the day, neither of the registered persons were supernumerary. For example, the one registered person was preparing lunch while the other was looking after the toddlers during a school run. The one registered person was then supervising the pre-school children to maintain the correct ratios while they had their lunch, and then working in ratios with the babies as staff had gone on a school run, while the second registered person was working with the wrap-around children so their ratios were correct during their lunch. - The impact on children using the service is their well-being is not promoted adequately and their needs are not always met appropriately. Due to insufficient staff, children are not cared for by a consistent member of staff during the day, and routines do not focus well-enough on children's needs. This means that children, particularly the babies, become insecure and upset. Inadequate staff deployment and poor routines at lunch times mean that some babies are not fed by a consistent carer and become unsettled in a busy and noisy environment. Older children may not feel valued, and opportunities for them to develop their social skills are limited as staff change roles while the children are having their lunch. Lunch is sometimes late which means some pre-school children don't always manage to finish 	

eating before they go to school.

The registered persons must provide CIW with suitable evidence as to how they intend to address the non-compliance to ensure children's well-being is adequately promoted and their needs are met appropriately.