



# Childcare Inspection Report on

**Cubs Corner Pre School Nursery**

**Cubs Corner Pre School Nursery  
Snowdrop Lane  
Haverfordwest  
SA61 1JD**



**Date Inspection Completed**

25/07/2019

**Welsh Government © Crown copyright 2019.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

<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

Cubs Corner provides a full day care service for a maximum of thirty-five children from birth to twelve years. It is situated in Haverfordwest, within the same building as a soft play centre and is open from 8am to 6pm, Monday to Friday. Hayley Thomas is the registered person for the service, and Amanda Owen and Hope Mathias are the persons in charge. The care is provided through the medium of English with some Welsh used incidentally and as part of the daily circle-time routine.

## Summary

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

### 1. Overall assessment

Children are well-settled and confident at the service. Staff are kind and caring. They interact positively with children and they are developing their practice to support child development and play. Leaders provide an adequate environment which has undergone some improvements. Leaders are being pro-active in making positive changes to the leadership and management of the service and this is ongoing.

### 2. Improvements

Since the previous Care Inspectorate Wales (CIW) inspection of the service, leaders had acted on a number of recommendations made. An additional person in charge had been appointed who had written new policies and updated others. There was now a suitable nappy changing policy and admissions policy in place. Improvements had been made to the outdoor area and the quality of resources available to children.

### 3. Requirements and recommendations

We have advised the registered person that improvements are needed in relation to the following, in order to fully meet the legal requirements:

- Keeping of records (regulation 30, 1, a) because medication records were not fully completed and

- Staff files (regulation 28, b, ii) because the full documentation and information in relation to suitability checks was not available.

A notice has not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the registered person to take action to rectify this and it will be followed up at the next inspection.

We also made some recommendations and these are detailed at the back of this report.

# 1. Well-being

**Good**

## **Summary**

Children form very positive bonds with staff and with each other. They are well-settled, comfortable and confident. They have fun at the service and they generally have good opportunities to develop their independence.

## **Our findings**

Children have a voice at this service. For example, they were able to choose what they wanted to eat at snack time, whether they had water or milk to drink and what they wanted to play with. Children confidently told staff when they had enough of an activity and their choices were respected. When a child took longer than others to eat their snack and drink, they were not rushed and they were able to finish it at their own pace. Older children had the opportunity to contribute their ideas for activities at the holiday club.

Children are well-settled at the service. They parted from their parents happily and they were relaxed and comfortable during our visit. Children chatted to staff confidently and they told us that they liked coming to the nursery.

Children were very engaged at times. For example, most children really enjoyed adult-led sports activities in the outdoors and most children enjoyed signing action songs. However, at times children were not engaged. This was particularly evident in older children when they could not pursue an interest or find a suitable activity during free play and also evident in younger children during circle time.

Children interacted very well. We observed children using good manners and listening well to staff. Most children helped to tidy up. Children also formed friendships. For example, a group of children had great fun dressing up and playing together as dinosaurs and we saw children giving each other cuddles. Older children were very patient with younger children and treated them kindly.

Children have good opportunities to develop their skills, on the whole. We visited the service during the school holidays, during which children had been given opportunities to participate in interesting activities which developed a range of skills such as junk modelling and making 'potions'. They had also enjoyed opportunities for visits in the local area but on the day of our visit, a planned trip had been cancelled for safety reasons as it was an unusually hot day. There had been improvements, since the last CIW inspection, in the opportunities that children had to develop their independence at snack time. For example, we saw children giving out cups and bowls and also taking their own dishes back to the trolley when they had finished. We saw a number of young children pouring their own drinks, confidently, from jugs.

## 2. Care and Development

**Adequate**

### Summary

Staff interact positively with children. They are developing their system of activity planning and observations. Staff generally keep children safe and healthy.

### Our findings

Staff have the appropriate training to keep children safe and healthy. They had completed recent child protection training and most staff had up to date paediatric first aid training. Staff followed appropriate hygiene procedures. For example, they encouraged children to wash their hands before and after they ate and they wore gloves to serve food. Most staff had completed food hygiene training and they provided healthy meals and snacks to the children. The menu had recently been reviewed to make it healthier and the person in charge confirmed that they were aware of, and using, the Welsh Government's nutritional guidance. Staff talked to children about keeping safe and healthy, such as the importance of wearing sun cream and hats in the sunny weather. Staff supervised the children well. They were aware of which children had intolerances or allergies and which specific foods to avoid. However, staff were not clear about the symptoms that this might induce, when we discussed this.

Staff interact positively with children. They gave lots of praise to the children for their behaviour and their efforts. For example, staff praised and cheered on children who took part in the egg and spoon race and a staff member said to a child at circle time, "Lovely singing, bendigedig," (wonderful). Staff chatted cheerily with children throughout our visit, including when they were changing children's nappies. They gave children the opportunity to talk about how they were feeling at circle time. Staff used Welsh confidently with children at circle time and we also heard some incidental Welsh being used throughout the day.

Staff are developing their system of observation and planning. They completed basic development records for younger children. In the sample that we checked, the records for one child did not have any content regarding physical development as the template page had been accidentally omitted. This had not been noticed by staff. Staff had planned activities for younger children but this was not clearly based on development of their skills and play. Although activities planned in the holidays were highly suitable and had been planned based on children's ideas, there were not contingency plans in place when the planned trip was cancelled and this resulted in staff not always providing stimulating activities for the whole range of children. For example, staff said, "get games and colouring out for holiday club". However, when an older child was evidently bored, a member of staff said, "Have a think about what you want to do." A member of staff explained to a child, attending during the holidays that they do circle time twice in the day when he said, "We've already done circle time."

Staff gave children a number of opportunities to be independent, but they did not always give older children the appropriate opportunities in accordance with their age. For example,

they put sun cream on children who were capable of doing this independently and when we asked an older child where a game they liked was stored, the child said, "The teachers put them out."



### 3. Environment

**Adequate**

#### Summary

Leaders have made improvements to the indoor and outdoor environments, including improving the range of resources available. However, when the whole of the environment is not used, it is not fully suitable for the whole age range of children. The space and resources available at the time of the inspection visit did not allow all children to fully develop their play and independence.

#### Our findings

The environment is not always suitable for the number and age range of the children attending. During our visit, one of the rooms at the nursery was not in use because it could not be kept at a suitable temperature due to the air conditioning not working properly. This resulted in children from the age of one year to nine years being cared for in the same room. This did not allow the youngest children to explore freely to develop their physical skills and did not allow older children to fully develop their play and independence. The furniture was not big enough for older children.

Leaders have made improvements to the quality of resources available and the outdoor area. The outdoor area had been resurfaced and now offered a safe enclosed space for children to play in all weathers. This area had a play house and a mud kitchen and staff took extra resources outside, such as sports equipment, for the children to use although it was a relatively small space. Although the mud kitchen was available, as well as equipment such as watering cans, rakes, spades and sieves, there was no mud, sand or water to play with outdoors during our visit. Leaders had made improvements to the resources and learning areas available in the indoor area. For example, they had established a reading area, a well-resourced mark-making area and a role-play area which was set up as a garden centre at the time of our visit. However, despite there being soil and sand in tubs for the children to explore, linked to the 'garden centre', the lids were kept on these tubs throughout our visit so the children could not clearly see what was available for them.

Leaders make good use of the local environment. They gave children access to the play centre in the same building. A risk assessment had been completed for this, as well as for a range of other risks at the nursery. Leaders had also arranged for children to visit the park, the beach, the library and a castle in the local area.

Leaders ensure that there are safety measures in place. There was a secure system for entry to the service and the staff kept a record of visitors. The person in charge confirmed that an up to date check had been completed on the heating system but the certificate for this check was not available for inspection. Up to date safety checks had been completed on portable electrical appliances.

## **4. Leadership and Management**

**Adequate**

### **Summary**

Leaders are making positive changes to the service and have acted on a number of recommendations from the previous inspection. There was a new person in charge who had only been in the role for a short time and had not had the time to take action in all the areas that she had identified as needing improvement. However, at the time of our visit, leaders were not meeting all requirements.

### **Our findings**

Leaders are developing the policies for the service. The person in charge had updated a number of policies for the service and most of these were detailed, child centred and very suitable. The person in charge had written a nappy changing policy and an admissions policy, which were recommendations at the previous inspection. However, there were aspects of the child protection policy which were not clear. Leaders updated the statement of purpose following our visit and this met regulations and national minimum standards.

Leaders do not always ensure that they meet regulations regarding the management of staff and the keeping of records. They had ensured that there was the adequate number of staff caring for the children. However, they had not ensured that there was a supernumerary person in charge at all times. There was a recommendation regarding this in the previous CIW inspection report. We checked a sample of records, including attendance records and staff rotas and we found that the persons in charge were regularly included in the ratio of staff to children. On the day of our visit, we were told that a person working in the play centre was acting as a supernumerary person. We checked a sample of staff files and found that not all of the relevant documentation was available in relation to recruitment checks. Following our visit, the registered person provided confirmation that she had renewed her Disclosure and Barring Service (DBS) check and would provide the certificate as soon as it was available, in order to complete the process. We also found that medication records were not fully completed. For example, leaders did not always ensure that the last dose of medication was recorded and it was not always clear that parents had been informed of the doses given at the nursery. There was a system in place for regular appraisal and supervision of staff, who told us they felt well-supported in their roles at the nursery.

Leaders communicate well with CIW and they are developing their system for self-assessment and planning for improvement. Although the most recent quality of care report, completed in September 2018, did not make reference to any of CIW's recommendations, in recent months, a number of these had been acted upon and the person in charge was developing many aspects of the service, including policies and record-keeping. There was a detailed action plan in place. Leaders were in the process of agreeing revised contracts with all parents.

Leaders work in partnership with parents to meet children's needs. They provided information to parents about the service verbally, in policies and in the information available on display in the foyer at the nursery. They had sought all of the relevant information from parents about children's personal information and needs. They had sought consent from parents for a number of aspects of the service, such as the use of photographs and application of sun cream. However, leaders had not sought consent from parents for their children to use the play centre when it was open to the public, which they did on occasions. This was a recommendation in the previous CIW inspection report. Following our visit, they prepared a form to seek this consent. They exchanged detailed information with parents about younger children's time at the nursery by using daily diaries. We saw a number of positive comments from parents in the quality of care report and in thank you cards at the service.

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

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

None

### **5.2 Recommendations for improvement**

We recommended that the registered person should:

- ensure that there is a supernumerary person in charge on duty at all times;
- ensure that the environment, activities and practice meet the needs of the whole age group;
- update the child protection policy;
- ensure that consent is sought for children to use the play centre when it is open to the public and
- ensure that all staff are fully aware of any allergies and intolerances, the symptoms to look for and the action to take if necessary.

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

This was a full, unannounced inspection undertaken as part of our normal schedule of inspections.

One inspector visited the service on 25 July 2019 for approximately seven and a half hours. We:

- inspected a sample of documentation and policies;
- observed practice and completed observations using the SOFI 2 tool to capture evidence of children's engagement and the care being provided by staff;
- spoke to the children, staff and the persons in charge;
- gave feedback to the persons in charge, by telephone, on 1 August 2019.

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 Full Day Care
Registered Person	Hayley Thomas
Person in charge	Lauren Mathias Amanda Owen
Registered maximum number of places	35
Age range of children	Birth to 12 years
Opening hours	Monday to Friday, 8am to 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14 and 20 February 2017
Dates of this inspection visit	25 July 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 <i>More 'Than Just Words follow on strategic guidance for Welsh language in social care'</i> . However, staff encourage children to use and understand the Welsh language in circle-time activities and also use incidental Welsh with the children at other times.
Additional Information:	

Date Published 16 September 2019