



Childcare Inspection Report on

Gower Day Nursery

**Unit 2, Station Road
Penclawdd
Swansea
SA4 3XN**



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Description of the service

Gower Day Nursery Limited is registered with Care Inspectorate Wales to provide a care service for a maximum of 37 children and they offer a full day service for children up to the age of 8 years old. The hours of operation are 7.15am to 6.00pm, Monday to Friday. The responsible individuals on behalf of Gower Day Nursery Ltd are Verity Bambridge and Kacie Miller who are also the persons in charge along with Catherine Williams. Care is provided through the medium of English.

Summary of our findings

1. Overall assessment

Gower Day Nursery provides a warm and nurturing environment for children where they are supported to grow, develop and have fun. Leaders have developed good systems and procedures to ensure the smooth running of the service.

2. Improvements

During the inspection process, the responsible individuals:

- updated their statement of purpose and had included a copy in the parents pack;
- contacted the Information Commissioner's Office for advice regarding registration and
- had updated their safeguarding policy to include the prevent duty.

3. Requirements and recommendations

We recommended that leaders;

- Ensure that one to one supervision meetings are held regularly and records are kept;
- ensure that individual policies are dated when they are reviewed;
- ensure that all parents receive a copy of the statement of purpose and
- ensure that the quality of care report gives sufficient consideration to all suggestions made by parents in the parental questionnaires.

1. Well-being

Summary

This inspection did not focus on well-being on this occasion as we conducted a focused inspection on leadership and management. However, during the inspection we did observe children's well-being and found that the children were happy and settled and had a very warm relationship with leaders and staff. Children expressed themselves well and were confident that non-verbal clues were recognised and acted upon. At mealtimes, children had a choice and leaders told us that alternatives were offered. Children interacted well with each other and they expressed their feelings and emotions well with staff during circle time.

This area will be considered in full at future inspections.

2. Care and Development

Summary

This inspection did not focus on care and development on this occasion because the inspection focused on leadership and management and we had carried out a full inspection on 14 February 2017. This area will be considered at future inspections.

3. Environment

Summary

This inspection did not focus on the environment on this occasion because the inspection focused on leadership and management and we had carried out a full inspection on 14 February 2017. This area will be considered at future inspections.

4. Leadership and Management

Summary

Leaders have policies and procedures in place and in the main staff implement the policies on a day to day basis. Leaders plan and review the service's provision in partnership with parents and guardians, staff and children. There are good partnerships with parents and parents we spoke with during the inspection were very complimentary of the service.

Our findings

4.1 How effective is leadership?

Leaders have policies and procedures in place.

The responsible individuals had a very visible presence in the nursery and they told us that they spent approximately three days a week at the service. We saw them engaging with children, parents and staff throughout the day and it was evident that they knew the service very well. There was public liability insurance in place. Recently, new staff had been employed at the service and the service was also advertising for a new member of staff. Leaders had a complaints policy in place, which included the local and formal resolution. Leaders had informed CIW of a recent complaint that they had received and had adhered to their policy and regulations. Leaders reviewed their policies regularly and although there was a review date on the front of the file, individual policies' did not include review dates. The policy file was available in the foyer or in the office and we were told that parents had the opportunity to read the file during their introductory meeting. Leaders had considered issuing individual copies of the main policies to parents but told us that they had decided not to as parents had stated that they would rather discuss matters relating to policies in the office. During the inspection process, we received an updated version of the safeguarding policy. Leaders had ensured that parents had a signed contract in place, which included the terms and conditions. Leaders had also obtained necessary information about the children in their care and included parental consents for a number of matters such as the application of sun cream, publishing photographs, taking children off the premises, and observations.

Leaders effectively follow their current policies and procedures.

4.2 How effective is self evaluation and planning for improvement?

Leaders have systems in place to ensure that they evaluate the service on a day to day basis and also in a formal capacity.

Leaders had forwarded an up to date quality of care report. We viewed 15 parental feedback questionnaires received as part of the quality of care review and they were in the main very complimentary about the service, the staff and how their child/children enjoyed and flourished through attending the nursery. For example, one parent stated that their child was never ready to leave at the end of the day despite only attending once a week and

another two parents commented that having to go to work was made easier by the fact that they knew that their children were 'safe, being well looked after' and 'in caring hands'. Parents thanked the service for their flexibility in accommodating their needs. Some parents commented on possible improvements, for example, one parent referred to nappy changing at the end of the day, another suggested the use of individual key workers and another made comments on the generic comments in the daily diaries. The responsible individuals replied individually to the minority of parents who had raised issues through the questionnaires and kept evidence of any action they had taken. The quality of care report reflected upon all positive aspects of the service. However, it did not fully reflect upon all of the evidence provided within the parent questionnaires.

Leaders appropriately self evaluate the service.

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

Leaders ensure that there is a sufficient number of qualified staff available for the children attending. However, there was no a formal one to one supervision process in place.

Leaders support the staff team by ensuring that they provide sufficient staff in each area and they adhered to the service's policies and were clear about their roles and responsibilities. We received three questionnaires from staff and all stated that leaders were approachable and knowledgeable. All staff unanimously stated in the questionnaires that leadership was effective. We sampled four staff files and found that leaders had ensured that staff had valid DBS certificates and all regulatory documentation was in place to assess the suitability of the staff. Leaders ensured that staff received annual appraisals, held regular staff meetings and regularly observed practice of individual staff members and held conversations with staff. However, there was no formal documentation relating to one to one supervisions. We heard that leaders had discussed an incident regarding the accuracy of recording within the daily diaries during a staff meeting following a complaint and that staff were now ensuring that they were all always accurate.

Leaders largely manage staff effectively.

4.4 How effective are partnerships?

Leaders have an open door policy.

We found that generally parents highly commended the service. Many parents returned the parental questionnaires and had included positive comments, for example, 'I cannot recommend this facility enough they have been fun, professional and amazing all the way through'. Leaders communicated with parents regularly and as standard practice sent a monthly picture to parents of their child at nursery. All parents that we spoke with told us that the communication was very good and they received regular photographs and

communication. If children arrived crying, leaders told us that in the main parents followed the policy and handed their child over swiftly and then parents received an e-mail and photographic evidence as confirmation that their child had settled quickly. We saw many e-mails to support this practice. Staff exchanged information verbally with parents on a daily basis but to ensure that all parents received important messages, staff also completed daily diaries for all children at the nursery. We saw that these included information regarding nappy changes, sleep times, food eaten and activities. One parent stated that they loved 'reading the daily diary and Facebook updates to see what their children 'had been up to'. However, one parent commented through the quality of care review that they would like more personalised information. Leaders also communicated through a social media site and issued regular newsletters. The newsletter included information such as the term's themes, fundraising events, policy updates and messages regarding policies, for example, a reminder that the policies were available to view in the foyer or in the office. Many parents had given thanks to the service as their children left and we saw evidence of this in the form of gifts, cards and screen shots of phone messages. We saw evidence of leaders working with parents, schools and health visitors in order to facilitate children's needs. We also saw evidence of leaders communicating with parents regarding their child's foundation phase profile and observations.

Leaders have developed good partnerships with parents.

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 leaders;

- formalise the staff supervision process;
- ensure that individual policies are dated when they are reviewed;
- ensure that all parents receive a copy of the statement of purpose and
- ensure that the quality of care report gives sufficient consideration to all suggestions made by parents in the parental questionnaires.

6. How we undertook this inspection

This was a focused inspection that was brought forward following a receipt of a concern. One inspector undertook the inspection over a period of five and a half hours on 23 May 2018. During the visit we;

- spoke with children, staff and parents;
- we observed the children and the care they received using our 'SOFI' tool to capture children's engagement and the care being provided by staff;
- inspected the premises;
- looked at a wide range of records including the statement of purpose, quality of care review report, staff files, and a sample of children's records and
- analysed 10 parents' questionnaires and 3 practitioner questionnaires.

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
Responsible Individual	Kacie Miller Verity Bambridge
Person in charge	Catherine Williams Verity Bambridge Kacie Miller
Registered maximum number of places	37
Age range of children	0-8 years
Opening hours	7.15am-6.00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14 February 2017
Dates of this inspection visit(s)	23 May 2018
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?	No, this service does not currently offer the 'Active Offer' in relation to the Welsh language
Additional Information:	