



Childcare Inspection Report on

Red Balwn Coch

**Circle Way East
Llanedeyrn
Cardiff
CF23 9PZ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

11 April 2019

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Ratings	What the ratings mean
Excellent	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
Good	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.
Adequate	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.
Poor	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

Red Balloon Day Nursery Limited was registered in February 2013. They provide full day care for up to 51 children between the ages of six weeks to five years. The nursery is located in the Llanedeyrn area of Cardiff and operates from 7:30 to 18:00 Monday to Friday. The responsible individuals is Rhona Dyer and the person in Charge is Stephanie-May Hindley Morris, however Chloe Mcglynn was in charge on the day of inspection. The main language used in the nursery is English with incidental Welsh.

Summary

Theme	Rating
Well-being	Good
Care and Development	Good
Environment	Good
Leadership and Management	Good

1. Overall assessment

The children who attend Red Balloon Coch day nursery are happy, settled and thoroughly enjoy their time at the nursery. Overall, the staff interact and respond to children's needs in a positive and caring manner and there is a good relationship between staff and children. The indoor and outdoor environment is clean and secure providing a safe and healthy service for the children. Leadership and management is organised and there are policies and procedures in place which are followed and comply with standards and regulations.

2. Improvements

During the inspection leaders completed a fully comprehensive and detailed quality of care report and updated their statement of purpose to comply with regulations and includes a contact number for Care Inspectorate Wales (CIW).

3. Requirements and recommendations

We have made recommendations in relation to the four themes. These are listed in detail at the back of the report.

1. Well-being

Good

Summary

Children feel happy and content at this service. Children are relaxed and confident to make choices and decisions. They are engaged in activities on offer and show enthusiasm. Children interact well, forming friendships and model good behaviours. Children's independence is developing well.

Our findings

Children were settled and content, and showed good bonds of affection towards staff as they came to them for comfort, cuddles and reassurance. Children were relaxed as they climbed on to adults' laps for story time and singing activities. Children showed a good sense of belonging within the nursery, and moved from one activity to another confidently. On arrival to the nursery, children settled quickly, giving a member of staff a hug and a smile. Other children confidently told us that they were happy and said, "*I love it here!*" Children were especially close to their key workers as they became tired. Children settled to sleep quickly on mats and cushions with blankets, toys and soothers for individual comfort.

Children excitedly chose to play with puppets acting out different noises and sounds of animals. They chose to play with a role play fire engine taking turns wearing the fireman's hat and dressing up clothing. Children chose books they wanted read to them whilst another child chose to look at a 'Thomas a Tank' book alone. A few decided to sing 'Old Mac Donald' and made animal noises and laughed with members of staff. Some children were given the choice of where to sit and eat their food during lunch time but other children were told where to sit.

Children obviously enjoyed their activities. They giggled, smiled and laughed as they explored the water tray, making bubbles, pouring and sharing toys. Children happily shared a phone together and said "*It's the Easter bunny!*" They tickled each other as they waited for lunch to arrive and chatted happily together during lunch as they discussed what they had been doing in school. A child kindly returned a toy to a child it belonged to as he was upset that it was with another child. Children listened attentively to a 'Gruffalo' story joining in and repeating some familiar phrases. They answered questions and listened to others' ideas as they discussed the story. Children helped tidy up their toys, placing them in boxes.

Children went to get their own aprons before playing in the water tray. They washed their hands with soap and water and dried them independently. The child 'helper of the day' gave plates of food, cups and cutlery to other children. Children ate independently, some with hands whilst others confidently used cutlery to eat their food. Children drank independently from beakers and cups. Some children attempted to cut their own food, however other children had their food cut up for them. Children asked staff for more fruit and water during lunch and snack times which was acted upon by staff. Younger children showed

independence by pulling themselves up to stand using the safety gate and others walked unaided.

2. Care and Development

Good

Summary

Staff efficiently keep the children safe and healthy, following the service's policies and procedures. Staff are knowledgeable, well-trained and are effective in catering for children with dietary needs. Staff are making progress to provide for the children's individual needs, offering stimulating and varied learning activities. Staff consistently interact with the children according to their needs, abilities and choices.

Our findings

Staff kept all areas clean. They cleaned the tables before and after meals and wore aprons before serving and assisting children with their food. Staff and children washed their hands before lunch and dried their hands with paper towels, however the younger children were given one towel between them to dry their hands. Staff provided separate individual wipes to clean children's faces and hands after lunch. Staff had very good knowledge of those children with allergies, intolerances and dietary needs. All rooms within the nursery have clearly displayed information about individual dietary needs on the walls and staff were able to tell us about children's individual and specific needs. Leaders and staff have attended training on food allergen awareness and training. Additionally, staff have been on training on the new Food and Nutrition guidance and have used their knowledge and support of outside agencies to provide a well-balanced healthy menu for the children. Staff promoted the 'Design to Smile' tooth brushing programme and the service had gained a Healthy and Sustainable Schools award. They have also been involved in 'Nutrition and hydration week' and 'World Oral Health day'. The majority of staff are trained first aiders and have current food hygiene certificates.

Staff followed the service's policies and procedures whilst nappy changing. They cleaned the changing mat and changed their gloves in between every nappy change. Staff provided children with mats cushions and blankets during sleep and rest times along with toys and soothers for comfort. Staff had updated child protection training and confidently responded when given scenarios. Records show that staff perform fire evacuations regularly every three months and they confidently know the correct procedures in the event of an emergency. Leaders have completed the 'Prevent' training.

The majority of staff showed nurturing interactions by gently cuddling younger children and giving a 'magic rub' and a cuddle when children had fallen over. Staff gave praise to children as they repeated words and recognised colour names for the first time. Staff were engaged in focused activities with children, positively discussing, questioning and developing children's abilities and interests during story time. For example some staff

asked questions about the colours, the content and the descriptions of characters in the book. Staff planned various learning opportunities and activities based on the current theme; 'People who help us'. Their observations fed into the planning based on children's current abilities and next steps. Staff promoted good behaviour, encouraging them to share toys whilst playing with the water tray telling children "Be kind, share the toys, you can all have a turn."

Staff promoted the Welsh language by translating phrases and words during the 'Beth sydd yn y bocs' game, recognising different colours, toys and shapes bilingually. They used Incidental Welsh with children throughout the day, when discussing weather, or '*amser tacluso*' and asking questions '*wyt ti wedi gorffen?*' Staff told us that they had arranged activities on festivals and celebrations of different religions including St David's day, St George's Day and St Patricks Day. They also celebrated other cultures, for example Chinese New Year by tasting Chinese foods and wearing Chinese clothing.

3. Environment

Good

Summary

The premises is clean, well-maintained and nicely decorated. There is sufficient space for the children's play and learning indoors and outdoors. Leaders provide good quality age and stage appropriate toys and resources. Leaders have robust policies, procedures and risk assessments to safeguard the children in their care.

Our findings

The premises was locked on our arrival and we were asked to show identification badges and sign in the visitors' book. Visitors to the nursery ring the doorbell to gain access by the leaders and staff. The outdoor area is securely enclosed to prevent unauthorised access.

Leaders have a staff cleaning rota resulting in clean and well maintained premises. The detailed risk assessments covering all areas inside and outside the nursery and the daily checklists minimise the risks of harm to children.

Leaders provide a range of good quality toys and resources for children of all ages and stages of development. There are sufficient suitably sized chairs and tables, including highchairs for younger children. Staff have secure doors and safety gates in between the play areas and the hallways leading to the stairs. All chemical cleaning substances were stored away from the children. Toilets are suitably sized, providing for the children's privacy and dignity at all times, including low level sinks for hand washing.

The learning areas were bright and colourful with displays celebrating children's work, language and mathematical vocabulary, visits and charity events. There was sufficient English, Welsh and cultural books in the reading areas. Leaders planned for themes that celebrated cultural and diversity awareness, providing multicultural dolls and stories which were easily accessible to the children.

Leaders provide a holiday club at the rear of the nursery in a separate building, offering a service during all the school holidays. The indoor facility contained a range of books, ICT resources, tables, role play area, small world toys, puzzles and activities suitable for all ages and abilities.

4. Leadership and Management

Good

Summary

Leadership is strong, organised and exceeds the requirements of the regulations and national minimum standards. The service has a positive working ethos and staff benefit from a supportive management team. Leaders have good partnerships with parents who are happy with the service and the care provided for their children. Self-evaluation is developmental and constructive based on the needs of parents, children and staff. Updated policies and continuous training provides the staff with knowledge and skills needed to care for the children effectively.

Our findings

Leaders regularly update policies and procedures which are shared by all staff. Leaders have a detailed statement of purpose, including all requirements of the national minimum standards. They keep extensive records of incidents and accidents, and carry out a monthly audit of all accidents. Leaders ensure all staff receive appraisals and supervisions are undertaken regularly. Staff told us that they felt fully and well-supported by leaders at this service; *"I feel fortunate to work in a friendly, happy setting with dedicated, hardworking staff. I love my job and feel that as a nursery we always have the children's welfare and happiness at the forefront of everything that we do."*

The quality of care report recently updated by leaders includes children's views and ideas as well as feedback from parents. Staff had talked to the children about their favourite foods and took this into account when implementing a new menu. Parents commented on the friendliness and helpfulness of staff, their trust in their carers and also the child's enjoyment during their time at the nursery. Leaders acted upon feedback from parents who asked for children's work to be sent home. Leaders have made improvements to the environment. For example they have replaced the flooring in all rooms and have painted the outdoor play area. Their future plans including offering more gardening opportunities for children. Leaders have given staff extra time to undertake work related matters as they felt that their workloads were heavy with new intake of children at the nursery.

Leaders have a robust recruitment process in place, and the information in the staff files was compliant with regulations. There are sufficient numbers of staff on duty at all times and a supernumerary member of staff to take care of office duties. Leaders check attendance registers three times daily in order to ensure arrival and departure times are recorded by all staff. Leaders have gained numerous NVQ qualifications during their professional development. The nursery has achieved awards, including 'Equality Counts Award' and was also a runner up in 'nursery of the year' in 2018.

Partnerships with parents are positive as we heard staff giving feedback to parents when collecting their children. Parents receive a written record of their children's day including activities, food eaten and toileting. We spoke to parents who were more than happy with the

service saying *“the girls are lovely, they are so caring – it’s like a home from home service”*. There is an information newsletter for parents on the entrance of the property giving information on the themes, visitors, celebrations, charity fundraising, visits and other news or staff changes. Leaders log any concerns raised by parents or staff and we saw records which evidenced effective investigations. Leaders have good links with the community, and arrange visits from charity representatives, a local councillor, fire officers, librarian, ambulance and police officers. Leaders have raised money and awareness of disabilities and charities throughout the year including their charity of the year. Leaders arrange visits to Noah’s Ark Children’s Zoo and locally to Roath Park Lake, Walnut Tree Farm, and Mountain View Ranch.

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:

- provide further independence skills for children especially at lunchtimes;
- provide individual paper towels for children to dry their hands after washing and
- provide all staff the opportunity to undertake 'Prevent Duty' training..

6. How we undertook this inspection

This inspection was undertaken by two inspectors, which was brought forward following a concern received by CIW relating to children's individual dietary needs. The inspection was carried out on 16 April 2019 for a total of five hours and 35 minutes as a part of the inspection:

- We made general observations of the interactions between the staff and the children attending the service;
- we spoke to leaders and staff members working for the service and received five questionnaires from the staff at this service;
- we viewed records and documents including the attendance register, children's contracts, policies and procedures, accident and incident records, medication records, the service's statement of purpose and quality of care report and
- we inspected the environment indoors and outdoors.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Rhona Dyer
Person in charge	Rhona Dyer Stephanie-Mayy Hindley-Morris Chloe Mcglynn
Registered maximum number of places	51
Age range of children	6 weeks – 5 years
Opening hours	7:30 – 18:00 Monday to Friday
Operating Language of the service	Both
Date of previous Care Inspectorate Wales inspection	25 October 2017
Dates of this inspection visit(s)	11 April 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 is working towards providing an 'Active Offer' of the Welsh language demonstrates a significant effort to promoting the use of the Welsh language and culture.
Additional Information:	

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