



# Childcare Inspection Report on

**Startrite Nursery**

**5 Ash Grove  
Nelson  
CF46 6LR**



**Date Inspection Completed**

02/08/2019

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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

Startrite Nursery is registered with Care Inspectorate Wales (CIW) to care for up to 20 children under the age of 12 years and offers places for children between the ages of four months and eight years of age. It is located in the centre of Nelson village close to local amenities and schools. The Responsible Individual (RI) is Annette Jones. It is a family run business and the RI has appointed her daughter in the position of Person in Charge (PIC) to oversee the day to day management of the nursery. It is an English speaking service, but a good level of incidental Welsh is introduced through play. The RI, PIC and Deputy are fluent Welsh speakers.

## Summary

Theme	Rating
<a href="#">Well-being</a>	<b>Good</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

Children have access to a good range of age appropriate, developmental play activities. They are happy and settled in a small, homely nursery environment that meets their needs, and have positive bonds of affection with their carers. Staff are supportive and respond to, and meet the needs of children in their care. They offer a good level of Welsh to promote children's understanding of the language. The environment is satisfactory overall, although improvements are required. As a family run business, the RI is very hands on at the nursery. We found that the service is managed appropriately in some areas, but in order to ensure that all legal requirements are met some improvements are required.

### 2. Improvements

The service has acted on recommendations made at the previous inspection in relation to more structured routines for planned activities and in relation to children washing their hands before meal times. After our initial inspection visit improvements were made to the environment and these are discussed in the report.

### **3. Requirements and recommendations**

We have advised the responsible individual that improvements are need in relation to the review of quality of care: Regulation 16 (2) (a) in order to fully meet the legal requirements and in relation to the fitness of the premises: Regulation 37 (2) (d) in order to fully meet the legal requirements.

We have also advised the responsible individual that improvements are needed in relation to the statement of purpose: Regulation 15 in order to fully meet the legal requirements and in relation to staff records: Regulation 28 in order to fully meet the legal requirements.

Notices have not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the responsible individual to take action to rectify these matters and they will be followed up at the next inspection.

We have made recommendations under the care and development, environment and leadership themes. These are discussed in the body of the report and summarised at the end.

# 1. Well-being

**Good**

## Summary

We found that children are happy and settled in familiar surroundings. They engage well with their peers and they have bonds of affection with staff. Their all-round development is promoted as a good selection of age appropriate, developmental play experiences are available and they have regular opportunities to develop their skills and independence.

## Our findings

Children across all age ranges enjoy and benefit from a good selection of play experiences to promote their development. We observed younger children exploring the environment and picking up toys to play with. Age appropriate play activities were available for older children including messy play, imaginary play, dance and play with small toys. Children enthusiastically joined in a Busy Feet activity, rolling on the floor, stretching, jumping and balancing to promote their co-ordination and all-round physical development. When doing so they showed pleasure and enjoyment in this activity and showed pride in the pictures they drew during a painting activity.

Children are developing their social skills in preparation for more formal education. They play appropriately alongside each other in line with their age and stage of development, and some children play well with their peers. They show respect towards resources and enjoy helping tidy toys away. They drink from appropriate beakers, use appropriate cutlery and use equipment such as paintbrushes with confidence. During observations, we noted that children sat appropriately at circle time and engaged in conversations with members of staff and this was also evident at meal times. Some of the children were able to wash their hands independently, whilst others required assistance from staff due to their age. Friendship groups are beginning to emerge between children. One child pointed to the wall to show us a picture of their friend who was not present that day, whilst another child shouted out that they were going to play with their friend. During a group activity individual children stood up and sang songs and one child stood in front of a group and counted to 10 in Welsh. Children watching applauded their efforts and this led to other children wanting to get up and 'perform'.

Children are settled, secure and familiar with routines. They are comfortable in the care of staff and separate well from their parents. Younger children cuddled into staff for comfort when they woke up from a sleep and coped well with the daily routine of joining older children at meal times. They have good opportunities to make choices and decisions. For example, a child pointed to books on a shelf and the staff member immediately found the book they requested. They replied with confidence when asked what songs they would like to sing and what stories they would like read to them.

## 2. Care and Development

**Adequate**

### Summary

Children benefit from a staff team who are enthusiastic and respond positively to their needs. There is a relaxed and informal atmosphere in the nursery and staff manage interactions positively. In general, they have an appropriate awareness of their roles in relation to children's safety and health requirements.

### Our findings

Staff have an understanding of the setting's policies and procedures, although some staff lack confidence in relation to the safeguarding process. For example, staff we spoke to understood their responsibility to refer concerns to leaders, but did not have knowledge of Prevent Duty. This is a government strategy that places responsibility on providers to identify children who may be at risk of extremism. They were also hesitant when explaining the different ways in which they could report concerns about a child. The child protection policy and procedure is sufficiently detailed, aside from the absence of information relating to Prevent. Administering of medication is implemented in line with the setting's procedures. Menus are sufficiently varied and information on children's specific dietary requirements recorded and shared with relevant staff. Implementation of infection control procedures is good in relation to cleaning of tables and hand washing before meal times. Staff are able to address minor health issues as they have undertaken appropriate paediatric first aid training.

Management of children's behaviour is effective and staff work in line with the setting's behaviour management policy when supporting children's social behaviour. Aside from one minor incident, children coped well with sharing and turn taking and minimal staff intervention was required. The member of staff managed the minor disagreement positively, speaking quietly and gently to the children and reminding them about 'kind hands'. Children responded well to this approach and the matter was quickly resolved.

Staff support children's development appropriately offering them a good selection of play opportunities to promote their development across the age ranges. They support children effectively during play activities, chatting and asking questions. The balance of play is appropriate with an emphasis on child led activities, with some adult structured activities built into the daily routine. There is effective supervision of children at meal time with nice conversations between staff and children fostering a relaxed and friendly atmosphere as a result. Language and literacy is promoted effectively with regular opportunities for singing and circle time and a good level of incidental Welsh was evident during the day supporting children's understanding of the language. Staff identify children's development via initial tracker forms, although on examination of development records we found inconsistency in the frequency and depth of some assessments.

### **3. Environment**

**Adequate**

#### **Summary**

Greater attention is required to ensure that legal requirements are met in relation to the suitability of the premises. The nursery is an end of terrace and care takes place on the ground floor and first floor of the property, with a small outdoor area for physical play. There is good natural light and an appropriate selection of resources and equipment.

#### **Our findings**

Leaders do not always ensure that all maintenance issues are dealt with promptly. Internally we noted some issues in relation to décor and cleanliness, such as small patches of flaky paintwork and dust in radiators. Externally, there were a number of issues requiring attention including loose concrete and broken shed doors. Leaders addressed some of these issues between our first and second inspection visit, cleaning radiators, repairing paintwork, completing some repairs to a shed door and making some remedial repairs to the garden wall, but some matters are still outstanding. We have not issued a non compliance notice as plans are in place to complete work on the premises internally and externally. Leaders have agreed to provide CIW with evidence when these outstanding issues have been resolved. Internally, older children are based on the ground floor. The baby room is located on the first floor with the sleep room immediately off it so that staff can easily supervise children. A section of the office has been set aside as a designated nappy changing area and we noted that there was no anti roll barrier on the nappy changing unit. The playrooms benefit from good natural light and there is a small hallway for the storage of children's belongings.

Leaders have appropriate systems in place to ensure the safety of the nursery. We examined safety records and found that electric, gas and fire checks were up to date. There is an evacuation plan and appropriate evacuation drills are conducted. There are safety gates in situ to prevent children from accessing specific areas of the premises and a wall mounted fire blanket in the kitchen should an emergency arise. Hazards have been identified in relation to trips out and risk assessments have been completed, although these could be more detailed in relation to the premises and activities.

Children benefit from a suitable range of resources and equipment, most of which are maintained to a good standard. We noted that the changing mat in the downstairs toilet was torn, displaying a small section of foam underneath but leaders acted quickly to replace it. Most resources are easily accessible to children, although books and resources in the home corner were not always readily at hand for children to play with in the downstairs playroom. We saw some nice play resources including interactive toys, an assortment of toys for younger children, as well as board games and musical instruments.



## 4. Leadership and Management

**Adequate**

### Summary

Leaders have some effective systems in place to facilitate the running of the service, but they are not meeting their legal responsibilities in relation to staff files, the statement of purpose and reviewing of the service. We also noted some issues in the management of the nursery in the absence of the person in charge. Partnerships with parents are valued and there are strong and established links with the local community. We found that leaders were receptive to feedback given and keen to make improvements.

### Our findings

There is inconsistency in the management of the service and greater attention is required in some areas. One the first day of our inspection the person in charge was on leave and the person acting up was unable to locate all the necessary documentation required by us. As a result, leaders will be reviewing the current managerial arrangements to ensure that the service runs smoothly in the absence of the person in charge. On examination of staff files, we noted documentation was missing from records, as required by regulations. For example, some references, photographs of staff, full employment history and evidence that identification was seen as part of the pre-employment process. Formal supervision is undertaken, but records showed these meetings are infrequent in some instances, although staff told us that leaders are always available to discuss matters on an informal basis. The service exceeds national minimum standards in relation to the number of staff with a level three childcare qualification and there is good continuity of care as there is a small, stable staff team.

Leaders have developed a good range of policies, although the complaints policy was rather brief and in some instances, it was unclear when documents were last reviewed. The statement of purpose, whilst providing some relevant information for parents, did not include all information as required by regulations. Leaders agreed to update this document and we saw that information missing from the statement of purpose was contained in the registration booklet given to parents. Accident records and contracts were up to date, and there was current public liability insurance. On examination of the official attendance register, we found that it had not been updated promptly and did not accurately reflect the number of children present. This was immediately addressed. Staff present at the service is recorded on children's registers, but not their times of arrival. It is important that this information is recorded formally so it is clear who is working at any specific time during the day.

Leaders consult with parents and children as part of evaluation of the service but do not consistently ensure that the review report is completed annually as required by regulations. The last review report was dated June 2018, although leaders have started the review

process for this year. They have agreed to forward the quality of care report to CIW as soon as questionnaires have been returned and the report produced. In discussion with leaders, it was clear that they are invested in making improvements to the nursery. There are current plans to extend the building and a grant has been secured to develop the adjoining property and make improvements to the outdoor area.

Partnership with parents is positive based on evidence found in questionnaires and there are established relationships with the community. Although we did not speak to parents directly, we have received three parent questionnaires indicating a high level of satisfaction. Comments include: *'Very happy with the overall service... I would recommend this nursery to everyone.'* Other parents wrote *'The nursery is run exceptionally well'* and *'I can't praise the staff enough.'* Leaders have established positive links with a local Cylch Meithrin, a nearby residential care home and staff from the local library visit the nursery for story time sessions.

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

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

None

### **5.2 Recommendations for improvement**

- Review how children's progress is captured in development records;
- ensure that staff have a clear understanding of Prevent Duty and the ways in which they can refer concerns to safeguarding agencies, and revise the child protection policy to include information on Prevent Duty;
- extend risk assessments further to cover all aspects of the service;
- review children's access to books and resources in the home corner;
- assess the safety of the nappy changing unit in the upstairs office;
- review the frequency of one to one formal supervision so staff have regular opportunities to discuss issues pertaining to their practice and development;
- review the present system for recording children and staff attendance;
- ensure all service documents are dated, develop the complaints policy and
- review how the service operates when the person in charge is absent so deputies have access to all service documents and records.

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

This was a full, unannounced inspection conducted as part of our normal schedule of inspections. It involved one inspector visiting the service on two separate occasions for approximately 10 hours. The methodology used to gather evidence of this report included:

- Speaking to the RI, PIC, staff and children;
- completing a visual inspection of the premises;
- observing practice and interactions between staff and children;
- examining service documents and records including the policy file, and staff files and
- examining information held by CIW including the previous inspection report and three parent questionnaires.
- We fed back our findings at the end of the inspection visit.

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
Responsible Individual	Annette Jones
Person in charge	Sophie Ann Anthony
Registered maximum number of places	20
Age range of children	4 months to 8 years
Opening hours	8.00am until 6.00pm
Operating Language of the service	English with a good level of incidental Welsh
Date of previous Care Inspectorate Wales inspection	24 October 2016 and 26 October 2016
Dates of this inspection visit(s)	19 July 2019 and 02 August 2019
Is this a Flying Start service?	No
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. We recommend that the service provider considers Welsh Government's <i>'More Than Just Words follow up strategic guidance for Welsh language in social care.'</i>
Additional Information: None	

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