



# Childcare Inspection Report on

**Noah's Ark Nursery**

**Green Pastures Community Centre  
158b Fidas Road  
Llanishen  
Cardiff  
CF14 5LZ**



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## **Description of the service**

Noah's Ark Nursery is located in Llanishen, Cardiff and is registered to provide care for up to 52 children under the age of 12 years. The nursery provides full and part time care as well as a school wraparound and summer holiday service. It is open between the hours of 7.30am to 6.15pm Monday to Friday, throughout the year. The responsible person is Geoffrey Mallett who has nominated two persons in charge who together manage the nursery on a day-to-day basis. The main language of the service is English with some incidental Welsh used throughout the day.

## **Summary of our findings**

### **1. Overall assessment**

Children have access to good play and learning activities. The service has a good range of resources to meet the needs of children of all ages. Staff are responsive to children's needs and provide suitable care. The nursery is well maintained with appropriate health and safety measures in place. Leadership and management is mostly effective with some recommendations made in relation to records and documents.

### **2. Improvements**

Since the last inspection, the service has:

- Put in place a process to audit accident and incidents;
- improved the recording of accidents and any pre-existing injuries of children;
- strengthened the procedure to record children's allergens;
- started the process of supporting children to develop self-help skills during mealtimes alongside staff sitting with children;
- put in place a system for parents to sign medication given to their children;
- updated the statement of purpose in line with standard one of the National Minimum Standards (NMS);
- started to formalise the induction process for new staff;
- reorganised the layout of the older toddler area to ensure greater access to a stimulating environment;
- developed the system of recording children's progress and
- increased the frequency of fire drills to ensure all children have the experience of evacuating the building safely.

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

There were no non-compliance issues identified at this inspection.

Recommendations relating to strengthening of recording systems, staff interactions and management and support of staff are outlined within the report and summarised at the end.

# **1. Well-being**

## **Summary**

This was a focused inspection and not all aspects of this theme were considered on this occasion at this inspection, but will be considered at future inspections.

## **Our findings**

### **1.1 To what extent do children have a voice?**

Children make their own decisions about how they spend their time at the service. We saw that they move around the wide range of activities independently and that their play is self-directed. Children are mostly happy to express their needs and we noted that all attempts at communication are encouraged by staff who listen to them.

Children receive support to express their needs and preferences and are aware of the options open to them. We saw children moving easily into the accessible outdoor area and that they choose their activities freely.

Most children are confident to express their views and make their own decisions about how they spend their time.

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

Children are mostly happy and settled at the service. Many children have formed close relationships with staff and this contributes to their emotional wellbeing. We saw children enjoying their activities and it was clear they value the opportunity to build new friendships. We observed children eating lunch together and taking pleasure in the company of others. They receive care from key workers who know them well and are therefore able to anticipate their needs.

Children are safe and their needs are appropriately met.

## **2. Care and Development**

### **Summary**

This was a focused inspection and not all aspects of this theme were considered on this occasion at this inspection, but will be considered at future inspections.

### **Our findings**

#### **2.1 How well do practitioners keep children safe and healthy?**

Staff promote children's well-being through implementing the setting's policies relating to healthy living and safety. During the inspection we found children had meals that were healthy and appealing and in sufficient quantities. We discussed the management of children's allergies with the person in charge who has devised a system to include allergens on the menu. Parents are provided with the menus before they are used and are able to identify any allergens and inform staff. However, the document was not readily available for viewing during our inspection.

Staff follow health and safety procedures to promote children's welfare. Documentation relating to food and allergens must be made available at all times.

#### **2.2 How well do practitioners manage interactions?**

Staff mostly manage interactions appropriately. We saw staff listening to children and providing positive feedback to promote positive behaviour. We examined documentation relating to a complaint from a parent which stated their child was unhappy because of a situation where a child was reprimanded with a tone and attitude which caused the child to be very upset. The person in charge told us she is taking the matter seriously. She is addressing both the team and individuals to ensure all staff understand the need to be sensitive and respectful when managing interactions with children. We saw minutes of a team meeting where these issues were outlined.

Staff mostly work in line with the service's behaviour management policy although consistency is required at all times.

### **3. Environment**

#### **Summary**

This was a focused inspection and not all aspects of this theme were considered on this occasion but will be at future inspections.

#### **Our findings**

##### **3.1 How well do leaders ensure the safety of the environment?**

The persons in charge understand the need to maintain staff ratios at all times to ensure that children are well supervised and safe. However, we examined the records of staff attendance and noted it was not always clear how many staff are on duty at any given time. This is because although the presence of staff is noted, the times of individual shifts are not recorded and the times that staff leave the premises are not indicated. As this information is not cross-referenced with the attendance of children, it is difficult to obtain immediate information to confirm adequate ratios. This information is essential for fire drills and when monitoring safeguarding information.

Clear information to evidence adequate staff/children ratios is not in place for each session.

## **4. Leadership and Management**

### **Summary**

This was a focused inspection and not all aspects of this theme were considered on this occasion, but will be considered at future inspections.

### **Our findings**

#### **4.1 How effective is self-evaluation and planning for improvement?**

The persons in charge are committed to working with parents and partners to improve the service and make changes as needed. Questionnaires are available for parents and children to give feedback and ideas to address any improvements. New opportunities are offered to staff to enable them to reflect on their roles and their practice. These exercises are intended to support staff to understand how their practice affects children. Further training on positive behaviour management is also planned during the one to one supervision process.

The persons in charge are proactively involved in addressing issues to improve staff interactions and management of children's behaviour.

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

### **5.1 Areas of noncompliance from previous inspections**

None

### **5.2 Recommendations for improvement**

- Ensure the menu which is updated with allergens is readily available and accessible for all to view;
- ensure all staff work in line with the behaviour management policy;
- organise all operational records to be easily accessed and contain all the necessary information and
- ensure daily records accurately reflect all persons on the premises at all times and include times of arrival and departure.



## 6. How we undertook this inspection

This was a focused inspection undertaken as a result of a concern received by CIW:

- One inspector visited and spoke at length to one of the persons in charge and briefly, to the registered person;
- we spoke to a number of staff and children present on the day;
- we observed the children and the care they received;
- we looked at records already held by CIW and
- we looked at a wide range of records including the statement of purpose, staff rotas, children's registers, menus, team meeting minutes, staff files and we made a visual check of the premises inside and outdoors.

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	Geoffrey Mallett
Person in charge	Julie-Ann Williams Lynn Tugwell
Registered maximum number of places	52
Age range of children	0-12
Opening hours	7.30 – 6.15 Monday to Friday throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	10 and 14 August 2018
Dates of this inspection visit	15 February 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 service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use their service. We recommend that the service provider consider Welsh Government's More ' <i>Than Just Words Follow On Strategic Guidance for Welsh Language in Social Care</i> '.
Additional Information:	None