Childcare Inspection Report on

Peter Pan Nursery

Peter Pan Nursery,
Doctor's Residence, Bron y Nant
Croesnewydd Road
Wrexham
LL13 7TX

Date Inspection Completed

Date_Last_Inspection_Completed_Donot_Delete
Description of the service

Peter Pan Day Nursery is located on the grounds near Wrexham Maelor hospital and is open to employees and families of the National Health Service. The registered body for the service is SHAP Ltd. They have nominated Peter Barron as responsible individual and Gillian Dodd as person in charge of the day to day operations. The service is open Monday to Friday 7:00 - 18:00, closing for bank holidays and Christmas. The service provides care for children aged up to 8 years and is registered to care for up to 58 children at any one time. The service provides funded places for children aged three to four as part of the Wrexham Early Entitlement scheme. This means the service is also inspected by Estyn.

English is the main language with Welsh promoted. This is a service that does not provide the Welsh Language ‘Active Offer’.

Summary

1. Overall assessment

Children’s well being is at the heart of the service and children receive loving care and support which ensures they feel safe, develop skills and interact positively. Staff are nurturing, caring and supportive towards all the children in their care. They promote healthy lifestyles and keep children safe. Staff provide fun opportunities for the children to learn and develop. The environment is a safe place where children can play and learn in a warm and welcoming atmosphere. It is equipped with suitable, good quality resources and equipment. Leadership is effective and there is a dedicated team which includes the staff, person in charge and deputy manager, who are all committed to providing positive experiences for the children. There is an exceptionally good relationship with parents.

2. Improvements

As a result of the inspection visits, the service has made significant improvements. For example updating many documents and records and has extended the time records are kept in case of queries. Policies and procedures have been reviewed and updated to ensure they fully reflect the running of the service. New diaries for the children have been introduced to record their day more effectively in the service. Infection control processes have been improved with regard to soiled clothes. Nappy changing procedures have been amended to ensure children receive the highest level of care and staff can record any concerns which are now countersigned by a colleague. Medication information has been extended and clearer more detailed records are kept. The complaints policies have a clear procedure to follow with timescales in keeping with the regulations. Key worker books are always signed by the person who has entered the information and new procedures have been introduced about the use of the gazebo in hot weather. A soother policy has been completed and there is updated consent in the registration form regarding the use of sun and antiseptic creams. Each room has a message book so all staff keep updated with important information. A new fixed page visitor book has been introduced.

3. Requirements and recommendations None. All completed.
1. Well-being

Summary
Children are happy at the service, they feel safe and have a sense of belonging. They know their attempts at communication are highly valued. They are encouraged to speak or express themselves verbally, or non-verbally. All children can make themselves understood which empowers them to make choices for themselves. Children enjoy the play based activities and they are developing self-esteem from the praise and encouragement they receive. Children interact well with one another and enjoy playing and learning alongside staff and other children.

Our findings

Children were well supported to develop emotionally, socially and intellectually. They were learning new skills through play and focused for an appropriate amount of time according to their ages and stage of development. They were offered a variety of opportunities and experiences to develop self-help skills. Younger children who were ready to do so were supported and encouraged to feed themselves. Children were encouraged to put on their sunhats before outdoor play and reminded by staff to fetch their individual water bottles and drink regularly in order to stay hydrated. Most children could access the resources and toys, which were stored in labelled boxes at suitable heights. We saw older children were able to independently use the toilets and gather their belongings at home time. All children, even babies were encouraged to follow the routine of helping to tidy up and put resources away. They were given lots of praise and support which developed their self-esteem and confidence.
2. Care and Development

Summary

This inspection focused on Well-being and Leadership and Management. CIW did not consider it necessary to look at all aspects of Care and Development on this occasion. However, all themes will be considered at future inspections.

Staff ensure children are kept safe and a healthy lifestyle is encouraged and promoted. Staff nurture and take good care of the children, taking plenty of time to talk to families when the children go home. Staff manage interactions well and make opportunities for children to have social experiences where positive behaviours are promoted effectively. Staff plan suitable opportunities for the children to learn and develop in a fun and inspiring way.

Our findings

Staff understand their responsibility to keep children safe, however policies and procedures they followed did not always promote best practice. Staff promoted healthy lifestyles and ensured cleaning routines were effective. Tables were wiped before they were used for eating and children were supported and encouraged to wash their hands whenever necessary. Staff made sure children were provided with healthy and nutritious food choices. Staff planned regular opportunities for children to be active and get fresh air whenever possible and opportunities to be active. Staff provided an exceptional level of care for a baby who became unwell, caring for them until a parent arrived to take them home. At the end of the session staff hand over children to their families ensuring children were all clean and fresh and staff were welcoming, taking plenty of time to discuss the child’s day.

All staff were actively involved in children’s play and make interactions a positive experience. They were good role models and they interacted with the children in a way that promoted positive behaviour. Lots of words of praise were heard to celebrate children’s achievements giving them pride in their work. Staff managed interactions well and sat and played alongside the children making the activities enjoyable and extending the children’s learning. There were no incidents of unwanted behaviour as staff had high expectations of the children and ensured children knew what they should do.

Staff understood the individual needs of the children and had a good knowledge of child development. Staff promote learning and development well and in a fun and inspiring way. They plan exciting and appropriate activities and opportunities for the children. Staff provided adult led tasks as well as providing inspiring resources and facilities for children’s free play.
3. Environment

Summary

This inspection focused on Well-being and Leadership and Management. CIW did not consider it necessary to look at all aspects of the Environment on this occasion. However, all themes will be considered at future inspections.

Leaders make sure the environment is regularly checked. The environment is well maintained and provides a welcoming atmosphere where children can learn and grow. Leaders effectively ensure the environment is a suitable and safe space where children can play and learn. Resources and equipment are of good quality and inspire the children's curiosity.

Our findings

Leaders provided a safe environment and had ensured risk assessments had been completed on all areas used by the children and daily checks were conducted to ensure there were no new hazards. The entrance was kept locked and the outdoor areas were secure, ensuring there was no unauthorised access. Visitors were recorded and staff and children’s registers ensured everyone could be accounted for in an emergency.

The environment was child centred and well maintained in good decorative order. The atmosphere was calm and welcoming with parents and us being warmly welcomed to share in the children’s experiences. Leaders provided children with the space needed for them to play and learn in an inspiring, child centred environment. The rooms available allowed children to be grouped according to their age and stage of development and the space in the rooms was used effectively. All the rooms had direct access to a suitable outdoor space to allow free flow outdoors and choice for the children. Children’s work was displayed throughout, promoting children’s sense of belonging and value.

Leaders make sure children had access to a range of suitable equipment and good quality resources, suitable for their ages and stages of development. Each room was equipped with good quality toys that helped inspire children to play and learn. For example, the baby rooms had resources that helped children develop their ability to crawl and pull themselves up, including low level activity tables and tunnels. There were tables, chairs and storage facilities that were of a suitable height for the children to be independent. The availability of natural resources was seen throughout and included sand and a planting area to develop children’s curiosity.
4. Leadership and Management

Summary

Although there is a committed and enthusiastic team consisting of a person in charge, deputy manager and staff there were improvements required to many policies, procedures and processes in the service. Staff are managed well and highly effective partnerships are developed between the service and parents.

Our findings

Leaders are committed to providing an effective service, however we found improvements were required. Some of the policies and procedures such as complaints and nappy changing required attention to bring them in line with the regulations and best practice. For example the nappy change procedure was not sufficiently robust and the service were only keeping their own records for a couple of weeks. Communication was not always effective between key workers who were passing information to each other verbally as they ended or started a shift. However leaders had considered all the recommendations made and by the time of the second visit had made many effective changes and improvements.

Leaders have developed a dedicated team of staff. Leaders made sure staff were suitably qualified and experienced to work with children and a matrix gave a good overview of training and disclosure dates. The majority of staff had been at the service for more than 10 years, evidencing they enjoyed their work and felt valued and supported. Leaders manage staff well, ensuring they felt valued and supported.

Leaders keep parents involved and well informed about their child. Leaders made sure parents were kept up to date on their child’s experiences at the service. The service provides all nappies and creams so parents do not need to worry about bringing a supply to the service. Daily diaries were used to share information about the younger child’s day and their experiences. However, leaders ensured staff always had plenty of time to have discussions with all parents at the beginning and end of their child’s day at the service. Staff took as much time as the parent wanted in a relaxed and welcoming environment to talk about the child and their family. We spoke to a new parent who was delighted with the service and the attention to detail for both her and her baby. She said that she would never have been able to return to work without the wonderful support and help of the leaders and staff. Other parents spoke about how pleased they were with the service, how their children had developed and the nurturing care of their children which allowed them to work with peace of mind.
5 Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections
   None

5.2 Recommendations for improvement
   None. All completed.
6 How we undertook this inspection

This was an unannounced focused inspection undertaken as a result of a concern. One inspector visited the service on 5 July and two inspectors made a further visit on 24 July. We found some policies, records, documentation and processes required improving however all of these were completed by the time of the second visit.

We:

- Inspected menus, a sample of documents and policies including complaints, nappy changing and children’s daily records and reviewed the key worker system and the way in which information about the children was recorded and kept;

- we observed the children and the care they received. We used our Short Observational tool (SOFI 2) to capture evidence of children’s engagement and the care provided by staff;

- we observed many staff handover children to their parents at the end of the afternoon;

- spoke to the children, parents, a representative of the responsible individual, the person in charge, deputy manager and staff;

- inspected the areas used by the children indoors and out; and

- gave feedback to the person in charge and deputy manager and the representative of the responsible individual.

Further information about what we do can be found on our website: www.careinspectorate.wales
### About the service

<table>
<thead>
<tr>
<th>Type of care provided</th>
<th>Children’s Day Care Full Day Care</th>
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<tbody>
<tr>
<td>Responsible Individual</td>
<td>Peter Barron</td>
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<tr>
<td>Person in charge</td>
<td>Gillian Dodd</td>
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<tr>
<td>Registered maximum number of places</td>
<td>58</td>
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<tr>
<td>Age range of children</td>
<td>0 – 8 Years</td>
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<tr>
<td>Opening hours</td>
<td>7:00 – 18:00 Monday - Friday</td>
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<td>Operating Language of the service</td>
<td>English</td>
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<tr>
<td>Date of previous Care Inspectorate</td>
<td>6 September 2018</td>
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<tr>
<td>Wales inspection</td>
<td></td>
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<tr>
<td>Dates of this inspection visit(s)</td>
<td>5 and 24 July 2019</td>
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<tr>
<td>Is this a Flying Start service?</td>
<td>No</td>
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<td>Is early years education for three and four year olds provided at the service?</td>
<td>Yes</td>
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<tr>
<td>Does this service provide the Welsh Language active offer?</td>
<td>This is a service that does not provide an ‘Active Offer’ of the Welsh Language. The service is situated in a primarily English speaking area, but children are introduced to basic Welsh words during the session.</td>
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### Additional Information:

**Date Published** 08/11/2019