Childcare Inspection Report on

Greenfields Nursery

198 Tregwillym Road
Rogerstone
Newport
NP10 9EL

Date Inspection Completed

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<table>
<thead>
<tr>
<th>Ratings</th>
<th>What the ratings mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>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</td>
</tr>
<tr>
<td>Good</td>
<td>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.</td>
</tr>
<tr>
<td>Adequate</td>
<td>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.</td>
</tr>
<tr>
<td>Poor</td>
<td>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</td>
</tr>
</tbody>
</table>
Description of the service

Greenfield’s Nursery is registered with Care Inspectorate Wales (CIW) to care for 42 children under the age of 12 years. The nursery operates 7:30am to 6:00pm Monday to Friday and includes a breakfast, after school and holiday club for school aged children. It operates from a double storey building with a separate adjacent building where after school care for up to 10 children is provided. The service is owned by Jason Roberts-Jones who is the Registered Person (RP) and who also acts as a Person in Charge (PIC) and he has also appointed a second PIC. The RP has overall responsibility to ensure that the service is operated in line with the National Minimum Standards and Regulations whilst the PIC has responsibility for overseeing the day to day running of the nursery. Care is conducted through the medium of English with incidental Welsh introduced.

Summary

<table>
<thead>
<tr>
<th>Theme</th>
<th>Rating</th>
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<tbody>
<tr>
<td>Well-being</td>
<td>Good</td>
</tr>
<tr>
<td>Care and Development</td>
<td>Good</td>
</tr>
<tr>
<td>Environment</td>
<td>Good</td>
</tr>
<tr>
<td>Leadership and Management</td>
<td>Excellent</td>
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1. Overall assessment

Children’s well-being is promoted at the service, they are encouraged to have a voice and build good relationships with the staff who are warm and engaging with the children. The RP ensures that staff are appropriately qualified, maintain their professional development and implement procedures to keep children healthy and safe. Toys and resources are plentiful and of a good quality, stimulating and promote children’s development. There is strong leadership of the nursery with robust daily records, policies and procedures in place to ensure effective and proper oversight of the service is maintained.

2. Improvements

Recommendations from the previous inspection have been acted upon;

- procedures involving the school-run have been reviewed and embedded into the service and
- older children’s opportunities to practice their independence skills during mealtimes has been improved.
The service now provides early year’s education for three and four year olds and has contracted out so that food provided to children has been checked and menus compiled by dieticians to ensure they meet the nutritional needs of children. During the inspection, hooks were added to the doors leading to the sand pit area to ensure doors were secured and safe when opened.

3. **Requirements and recommendations**

There were no non-compliance issues identified during this inspection. Some recommendations have been made and these are detailed in section five at the end of this report.
1. Well-being

Summary
Overall, we found that children are happy and settled and have developed secure relationships with the staff that look after them. Children enjoy their time at the nursery and are busy and able to choose and play with a range of activities and resources which stimulate their curiosity and development. Children have a range of opportunities to develop independence skills.

Our findings
Children have lots of choice and can follow their own interests. Each room is well equipped and has a choice of activities and equipment which children can mostly access independently, although this is more limited in younger toddler rooms. There are daily routines which enable children to spend time outdoors and pre-school children enjoy free flow play opportunities to the well-equipped outside area. All children participated well and were encouraged to express their views when playing or talking with the staff. We saw some toddlers really enjoying playing in the messy room with jelly and jelly worms. Staff explained that the children had shown so much interest in a jungle book they had decided to base the current activities and play around the ‘jungle’ as this had clearly captured the children’s imagination. Children using the after school club clearly had a strong voice as to how they wanted it to operate and had written their own rules which were displayed on the wall. Currently there are no children over the age of eight years using the club but in anticipation of this the complaints policy needs to be reviewed. Children are formally consulted so that their feedback can help in the quality review of the service.

Children, overall, are settled, happy and relaxed. We saw children arriving at the nursery and they promptly left their parents happily going with staff, to play with activities that captured their interest. Children sought out staff to play and interact with, and staff responded to them positively. Strong attachments have been developed with staff and this is supported by having an effective key worker system in place.

Children interact well, are making friends and are supported by staff in their social development. In the pre-school room we saw that children are polite and able to take turns and share. Children responded well when staff used phrases such as, “we are kind to our friends.” We heard children using ‘please’ and ‘thank you’ throughout the inspection. We saw a small group of toddlers painting together at a table. One child decided to paint a picture of her friend at the table and joyfully told staff” I painted X!”

Children are motivated and engaged in their play and learning. We saw children playing with a good variety of age appropriate toys such as sand and messy play, a mud kitchen and art and craft materials. These activities enabled children to extend their creative and imaginative play. There was lots of chatter and conversation as well as laughter and warm interactions. We heard lots of incidental Welsh throughout the setting, and observed a very
good circle time session with toddlers, conducted completely in Welsh. Children listened intently, joining in the songs and responded well to the simple instructions.

There are plenty of opportunities for children to develop their independence. Older children use the bathroom independently. Coat pegs are at low levels which ensure children are able to access their personal belongings. At meal times older children are encouraged to serve themselves from shared platters and set the table, rather than staff waiting on them. We saw that babies were encouraged to feed themselves and were given the time and space to develop these new skills.
2. Care and Development

Summary
Staff are well qualified and experienced. Relationships with children were warm and affectionate and staff work well together to provide a high quality service. They demonstrated that they valued their relationships with the children and provide them with a good range of activities and quality resources to promote children’s development. They understand key policies and practices and follow these in their everyday work.

Our findings
Staff follow daily procedures to ensure children are kept safe and healthy. Meals provided at the nursery are varied and healthy with lots of additional fruit and vegetables at snack times. The nursery contracts out to a specialist food company to cater for main meals which are devised by dieticians to ensure an appropriate nutritional balance is achieved for children. They are informed of any food intolerances and dietary requirement and make adjustments as required. We noted that the lunch time routine for pre-schoolers was very well organised and promoted their independence well although the toddlers’ lunch time sitting was not as well supported. We noted that fresh water was available in all rooms to all children throughout the day. The fire log book demonstrated that emergency evacuation procedures are practised on a regular basis. Staff had a good understanding of safeguarding and child protection procedures and how to keep children safe. Sleeping children were regularly checked upon and these checks were recorded, although these records were only saved for one week. Pre-schoolers had easy access to outside play to promote their physical development and toddlers and babies had outside play time tabled into their daily routines.

Staff are consistent with the children in their approach to dealing with unwanted behaviour. We observed staff explaining to children how they could take turns and share with others. They praised children for listening and this reinforced the positive interactions the children had with each other. Staff are patient and speak to children clearly about the expectations within the nursery. Within the after school club, ‘club rules’ were readily displayed and children were able to tell us some of these rules. Throughout the nursery, staff reminded children to “be kind” to one another and encouraged them to share and take turns. Staff act as good role models by demonstrating good manners and polite interactions. We observed that they spoke in calm and gentle tones, which were respectful and warm.

Staff have developed very good relationships with the children, know children’s individual needs well and form strong bonds with them. Our observations showed that staff have a very good understanding of the children’s needs and are able to provide appropriate activities for their abilities. There are detailed development records for children in all base
rooms. Regular observations are completed, next steps in learning are identified and children's strengths and areas for future development are clearly identified. Children with additional needs are welcomed into the nursery and we observed that they were well supported and their independence promoted.
3. Environment

Summary

The environment is clean, bright and maintained to a high standard. There are some colourful displays positioned throughout the setting which depict topics that are being studied. Toys and resources are well looked after, plentiful and of good quality. Care is taken to maintain safety in order to ensure the well-being of children, but some risk assessments need to be reviewed in order to properly identify any emerging risks. The setting benefits from a large well equipped outside play area. The setting has started using the ECERS and ITERS environmental rating scale to drive forward improvement.

Our findings

The PiC ensures that the premises are generally safe and there are daily visual checks and risk assessment sheets completed to support this process. During the inspection we identified some emerging risks which the RP immediately corrected and they stated that a review of the risk assessment process would be undertaken to ensure the safe, smooth and effective running of the setting. Whilst the baby room is well equipped with good quality toys, comfortable sleeping area and separate kitchen and nappy changing areas, the radiator covers need to be improved. We noted that staff positioned themselves well throughout the setting. This helped to ensure that they could monitor the children’s safety in an unobtrusive manner and be on hand to offer assistance if needed. We heard lots of communication between them and they worked well together. This ensured that all areas of the setting were suitably supervised and supported children to play and explore in a safe and engaging manner. Procedures to prevent cross contamination are consistently followed by staff and good hygiene habits are encouraged with children.

The indoor play space is well decorated, child centred, warm and welcoming. There are display boards throughout the nursery which showcase some of the topics that have been covered by the children. There is bilingual Welsh/English signage, good use of eco, natural and re-usable materials, and resources that reflect the multicultural society in which we live and promote diversity and equality. The outside play areas are well resourced and we saw the children enjoy playing with a range of resources such as a mud kitchen, sand play and ball games. These areas provide children with opportunities to experience outdoor physical play which is an important element in children’s all round development.

Providers ensure that children have access to good quality and varied choice of play equipment and resources, which enhances their play experiences. These are made available in sufficient quantity to ensure all children have good variety and choice. Furniture is appropriate for the age of the children and of good quality.
4. Leadership and Management

Excellent

Summary

The nursery is well organised and managed to a very high standard. Leadership of the service is very strong with robust systems in place to operate the nursery effectively. There are thorough processes of self-evaluation and monitoring of the service and leaders are keen to make continual improvements and therefore enhance the experience of the children who attend the nursery. Staff are well supported and good partnerships are developed with professionals and parents.

Our findings

Management of the setting is highly effective and the nursery is fully compliant with the national minimum standards and day care regulations for children. The RP and PIC have high standards and these are shared with the staff team. When we spoke with staff they were clear about their roles and responsibilities, said they felt supported by management and enjoyed working with the children. There are clear policies and procedures in place which supports the smooth and effective running of the nursery. Regular team meetings and individual supervision sessions provide staff with guidance and support as well as promoting consistency and high standards throughout. Due to the floor space available in one of the toddler rooms/messy play room we suggested that the RP consider devising a ‘Lone working’ policy for staff which was completed by the second day of the inspection. Also there is CCTV present at the front of the building but this was not reflected within the statement of purpose, however the RP said this would be amended as soon as possible.

Children, parents and staff are consulted with through the use of questionnaires and these are distributed on at least an annual basis. The service undertakes an annual Quality of Care review and produces a report which clearly outlines areas for further improvement. These improvements are evident in, for example, the recent provision of early years education for three to four year olds and the introduction of ‘Parent zone’ software to improve communication with parents. Managers demonstrated that they understood the importance of ongoing self-evaluation and planning for improvement. Accident and incident records are monitored monthly to quickly identify patterns either regarding specific children or matters within the environment that may need addressing.

All staff have defined roles and responsibilities as stated in a job description. On viewing staff files, we saw the necessary recruitment checks such as two references and checks with the Disclosure and Barring Service (DBS) were complete. A majority of staff have a level three child care qualification, with two staff currently level two training towards level three and one un-qualified member of staff who helps for example to cover breaks and meal times. All staff receive regular formal supervision and annual appraisals, in addition to
attending regular staff meetings; all of which supports and promotes effective communication and consistency in care practices.

Partnerships are effective. Staff communicate with parents on a daily basis either verbally or by means of a daily sheet and these provide essential information for parents, relating to their children’s daily routines whilst at the setting. Feedback in the parental questionnaires was seen to be very positive. The management team have worked hard to build positive relationships with parents and carers and have arranged a selection of social events and parents’ evenings. The nursery also takes the children to visit a local old peoples’ residential home at Christmas and has built good relationships with the surrounding community. Parents we spoke with were very happy with the nursery. Good relationships have also been forged with health and education professionals such as speech and language therapists and Mudiad Meithrin.
5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Review meal-time routines for the toddler age group;
- records of sleep checks need to be kept after completion;
- statement of purpose needs information relating to the use of CCTV;
- extend complaints policy so that it reflects how children over eight years could raise a complaint if they needed to;
- review risk assessments so that all emerging risks are routinely identified; and
- radiator covers in baby room need to be improved.
6. **How we undertook this inspection**

This was a full unannounced inspection of the service. Two inspectors undertook an inspection lasting approximately 8.5 hours on the first day and then one inspector returned on another day to finish the inspection and provide feedback to the RP. The methodologies used to inspect were:

- Observation of the children’s engagement and the care being provided by the staff;
- discussion with the RP, Person in Charge and staff;
- discussion with one parent;
- we considered a concern raised with CIW;
- we looked at a wide range of daily records including children’s sleep records, accident, incident and concerns records, staff files, registers, risk assessments and policies and procedures and
- visual inspection of the environment.

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  
<table>
<thead>
<tr>
<th></th>
<th>Full Day Care</th>
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</thead>
<tbody>
<tr>
<td>Registered Person</td>
<td>Jason Roberts-Jones</td>
</tr>
</tbody>
</table>
| Person in charge      | Natalie Hodson  
|                       | Jason Roberts-Jones |
| Registered maximum number of places | 42                  |
| Age range of children | Under 12 years      |
| Opening hours         | 7:30am to 6:00pm  
|                       | Monday to Friday throughout the year |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | 06 November 2018 |
| Dates of inspection visits | 20 September 2019  
|                       | 23 September 2019   |
| Is this a Flying Start service? | No                  |
| Is early year's education for three and four year olds provided at the service? | Yes          |
| Does this service provide the Welsh Language active offer?  
|                                                           | This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's More ‘Than Just Words follow on strategic guidance for Welsh language in social care'. |