



Childcare Inspection Report on

Little Tigers Pre-school Day Care

**The Pavillion
Westway
Rogiet
NP26 3SP**



Date Inspection Completed

10/03/2020

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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

Little Tigers Pre-school Day Care is situated at the Pavilion in Rogiet close to the Severn Tunnel Junction. This is one of two privately owned nurseries run by the Registered Person (RP) Pamela Curtis. The nursery employs two Persons in Charge (PiCs), that manage the service on a daily basis. The service registered with Care Inspectorate Wales CIW in October 2016. They provide childcare for a maximum of 20 children between 18 months old and 3 years of age. Operational hours are Monday to Friday 8am to 5.30pm term time only. The nursery can offer wrap around care and a lunch club and can offer no more than four hours child care per child each day. This is an English language group with incidental Welsh used during the sessions.

Summary

Theme	Rating
Well-being	Adequate
Care and Development	Adequate
Environment	Adequate
Leadership and Management	Poor

1. Overall assessment

Overall, we found that children receive a suitable standard of care. The children are settled and able to explore their designated areas. They have formed friendships with their peers and most have developed sound relationships with adults. Staff caring for the children provide a mix of free play and focused activities which help children learn. Overall, the environment is safe and there is sufficient space for play and learning. The staff use the space available flexibly and children have access to a small outdoor area. Children have access to the community based tennis courts, if not being used by the public. Management of the service is effective in some areas; however, leaders do not always ensure that all staff have a working understanding of their safeguarding policies and procedures consistently. The provider has also failed to operate in line with their statement of purpose which is a serious matter and we have therefore issued a non compliance notice.

2. Improvements

Overall, the recommendations that were set at the previous inspection have been addressed. Observations and assessments are beginning to note children's next steps. We did not see children accessing the designated garden area. However, we observed children playing outside in the tennis court on day two of the inspection.

Daily registers record the times of arrival and departures, however they did not clearly identify when children are escorted to the provider's other nursery nearby.

3. Requirements and recommendations

We identified non compliance in relation to leadership and management issues. These matters are discussed in more depth at the end of the report. We have also raised recommendations. These matters are addressed in more detail in the body of the report.

1. Well-being

Adequate

Summary

Overall, children are able to adequately learn and develop as individuals, in a nursery which provides activities suitable for their age and stage of development. Children are comfortable in the setting and most confidently explore the areas available to them. Children are familiar with their routine and have developed friendships with their peers. There are some opportunities for children to be independent and develop self-help skills.

Our findings

Children are able to make choices and express themselves. They have the freedom to choose their own toys and activities. Throughout our inspection, we saw children of all ages pick out toys and resources of their choice and move from one activity to another. Children are forming friendships with others and are comfortable and happy in their surroundings. We saw children of different ages participating in activities and enjoying their play. There were lovely examples of children playing together during a role-play activity. Children were smiling and there several examples of natural conversations between the children and staff. Children were confident to speak to us and happily showed us what food they had bought in their lunch boxes. Older children told us that they like playing with play dough and painting. Children enjoyed activities set out for them, such as play dough, role play, painting, mark making and small world toys.

Children's behaviour is good at this setting and they are learning to consider the needs of others, for example sharing and taking turns. Older children co-operate and play with their peers well without the need for adult intervention. They also help the younger toddlers to join in and they play alongside each other well. Children have the opportunity to follow their own interests, enjoy their play and gain a sense of achievement. We observed predominately self-directed play where children were given the space and time to undertake activities. In the main, the sessions were suitably organised with varied resources for children to choose. However, we noted on or arrival on day one that younger toddlers had less direction and they did not stay on task for very long, younger children also looked tired half way through the day. On our second visit we saw a lovely role-play activity, which involved a number of children in a pretend cooking activity. This activity captured their interest and promoted their imagination. Younger children were confident to show us the toys they liked to play with and pointed them out to us or picked them out so we could look at them. They demonstrate a sense of achievement and pride in what they do and are confident trying out activities and playing with different resources. Before messy play, children were prompted to put on their own aprons on and we saw older children accessing their own drinks bottle.

2. Care and Development

Adequate

Summary

Overall, we found that staff are aware of their roles and responsibilities in caring for children. All staff undertake appropriate training to enhance their knowledge and continue their professional development. They are responsive to children's individual needs and make them feel welcome. However, all staff should know safeguarding process and care must be taken to ensure that policies are followed consistently.

Our findings

There are adequate systems in place to ensure that staff have the tools to record any issues, which affect the health and safety of children. There is a suitable child protection policy in place and there is a designated safeguarding officer. However, our discussions with some staff members showed their level of understanding of safeguarding responsibilities was inconsistent and not everyone understood the setting's policy and procedures. We discussed this matter with management to ensure all staff understand their safeguarding roles and responsibilities and not just the safeguarding officer. Management agreed to give this matter a high priority and revisit their policy and training in relation to safeguarding responsibilities. All staff have undertaken the 'Prevent Duty' training, which includes keeping children safe from the dangers of extremism and radicalisation.

Sound infection control procedures are in place to keep children healthy. However, procedures are not always implemented consistently. For example, we observed member of staff not taking care to keep gloves clean when attending to a child. We reviewed the incident and accident records and noted that incidents are being recorded along with staff and parental signatures. We had sight of the current public liability insurance certificate for the service. The PiC told us about an ongoing programme to update priority training such First Aid, safeguarding and food and hygiene. The setting's food standards rating received a Grade 5. Although we saw children pouring their own drinks, greater opportunities to promote independence at snack time are needed. For example, snacks were prepared for children and they were not able to select what they would like to eat. Most staff understand healthy eating but the Welsh Government nutrition guidelines for child care settings were not being followed as children had sugary snacks and drinks, some of which were brought from home. This was discussed and further communication with parents on this will be implemented.

Staff interaction with children is good. They are caring and supportive of children and they work with parents to gain an understanding of children's individual needs. Key workers are responsible for the children in their group. Staff monitor children's development and progress. We noted children's individual files containing 'next steps' to help staff to plan how they would further support children's progress. Children are supported to learn about the differences and similarities of individuals from different cultures. The Welsh language is

used appropriately throughout the sessions. The service has a behaviour management policy outlining the importance of positive behaviour strategies to promote children's welfare. We heard staff praising children for positive behaviour and encouraging them to co-operate, share and to show respect to each other. Children throughout the sessions asking for support approached staff and their needs were dealt with sensitively.

3. Environment

Adequate

Summary

The premises are suitable for a sessional care provision. The group have full use of the pavilion during the day. The pre-school children also use the sports pavilion. Some outdoor facilities are shared with the community. The main play area is sufficient for the numbers of the children that can be cared for, but lacks suitable space for children to rest and sleep. Fire safety procedures are suitable and fire evacuation drills are regularly practised. However, fire doors are not always closed. Play areas are well maintained and resources are adequate for the number of children attending. There is a sufficient storage for equipment and resources.

Our findings

Children are cared for in a safe environment. The service has a secure entrance which is monitored by staff. All visitors are asked to sign in and out to ensure children's safety. Risk assessments are in place for specific activities and a visual safety checklist is carried out daily. Fire drill logs were completed well and the service practises fire drills regularly. However, not all safety procedures are followed. Throughout the inspection, we saw that fire safety doors leading to the corridor for toilet and nappy changing facilities were both propped open. Staff told us this was done to ensure that they can supervise older children going to the toilet and washing their hands as the fire doors were restricting their view. We discussed the importance of following fire safety regulations and management agreed to ensure fire safety regulations were complied with. We have not therefore issued a non-compliance notice regarding this matter at this time.

The registered persons has ensured there is an appropriate environment for a sessional care provision. They have one base room and this space is organised into play areas such as role-play, construction, messy play. The indoor and outside space provides a suitable environment for play and active learning. In the main the layout and design promotes children's independence and is welcoming and friendly. Most resources are clearly labelled and are accessible to children. Children have a small carpeted area for circle time and group activities. Staff told us that children who stayed throughout the day used the carpeted area for rest and sleep. However, this space is not adequate as children do not have a calm, quiet area for sleeping. The matter was fully discussed with the management team and we expressed concern that children were at the setting for more than four hours a day and required space to sleep.

4. Leadership and Management

Poor

Summary

Overall, we found that the setting operates appropriately and staff are appropriately recruited and supported. The service has policies and procedures in place in line with the expectations of the National Minimum Standards for Regulated Child Care. However, the registered person has not operated in line with their statement of purpose as children have been accepted at the service for more than four hours a day which is not appropriate as the facilities available are not suitable for a full day care service. The RP and management team were receptive to feedback on this matter and demonstrated a commitment to address non compliance issues and recommendations raised. .

Our findings

Leadership of this service is generally appropriate. There is a Statement of Purpose SOP in place. However, this provides an inaccurate picture of how the service has been operating and facilities the preschool is able to offer children and parents. This is because from discussion with staff caring for children, some parents, the RP and having site of the children's attendance registers it was evident that children have been cared for at the service for more than four hours a day which. This is a serious matter and we have issued a non compliance notice. It was evident from our discussions that the RP was fully aware that they were operating outside of their statement of purpose. She failed to inform CIW that they had increased the hours children were attending and during the inspection we were misled about the times children could attend. This is a serious matter and we have issued a non compliance notice.

We viewed records such risk assessments and accident records and these showed that staff are vigilant in completing them. We sampled operational files and found these to be kept appropriately.

Partnerships with parents are generally good. However, parents we spoke to during the inspection told us they did not know of the four hour restriction. They told us that although they were pleased with the way the staff looked after their children and provided good care and attention, they were concerned about the suitability of premises and lack of space. One parent told us "because my child is settled and staff are kind and care for my child very well, we see it as a compromise regarding the lack of space within the premises. The room is not well lit and it is small. I would rather my child attended their other larger nursery but they are full". Another parent told us "it's not the best premises, but the staff are very good". Overall, all the parents we spoke to recognised that the service was limited, it only had one base room and it was small. Some parents said "that given the choice they would rather their children attended the larger nursery next to the school. Some parents also told us that occasionally the paper work was not given to parents to read in a timely manner. On

discussion with the managers, they told us they were not aware of the issue regarding paper work but they would ensure sharing of records with parents was monitored closely. All parents thought staff were kind and considerate and cared genuinely for their child.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We identified two significant areas of non compliance in relation to the following regulations and we have issued non compliance notices;

- Regulation 6 (3) (b) (ii) Registered Person: Suitability -- The registered person must act with suitable integrity and good character to look after children. This is because the registered person knowingly misled CIW regarding the operation hours of the service.
- Regulation 15 (2) Statement of purpose – The registered person must ensure that she provides day care in a manner consistent with the statement of purpose. Care was provided for children for more than four hours a day in premises which were unsuitable for this.

In order to further improve the service for the children attending the service we made recommendations that:

- Ensure that all staff are familiar with safeguarding responsibilities, with the content of the safeguarding policy and referral procedures and that they have fully understand the training;
- ensure that fire evacuation doors are not propped open but remain closed at all time;
- continue to improve snack time by encouraging children to be more independent, such as helping themselves to the food and drink;
- ensure that parents are well informed about the service's policy regarding providing children with healthy and nutritious packed lunch in line with Welsh Government nutritional guidance;
- ensure that all staff understand and implement hygiene procedures when dealing with personal care of children, and
- ensure all parents are provided with relevant paper work in a timely manner such as policies and procedures and individual contracts.

5. How we undertook this inspection

We used the following methods to gather evidence for this inspection:

- We looked at what we already knew about the service, including notifications and changes since the service was last inspected in May 2017;
- the Self Assessment of Service Statement (SASS) completed by the provision in January 2020;
- the inspection was carried out by one inspector and took place over two visits;
- we observed activities and interactions between the staff and children;
- we had full and frank discussions with staff managers and RP and invited all to discuss any issues they had;
- we sampled documentation and records, which included the statement of purpose, policies and procedures, records of accidents, incidents and complaints;
- we viewed operational plans, records of attendance and records of medication administered and
- we viewed all parts of the premises, looked at maintenance records, risk assessments and other documentation relating to safety measures and took account of the security measures in place.

Our findings were fed back to the PiCs and RP present on the day at the end of the inspection and all recommendations discussed in full.

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

www.careinspectorate.wales

6. About the service

Type of care provided	Childrens Day Care Full Day Care
Registered Person	Pamela Curtis
Person in charge	Sandra Stait Clare Morgan
Registered maximum number of places	20
Age range of children	18 months old to 3 years old
Opening hours	Monday to Friday 8am to 5.30pm term time only
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	24 May 2017
Dates of this inspection visit(s)	10 and 12 March 2020
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 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."
Additional Information: None	

Date Published 03/08/2020



Care Inspectorate Wales

Children and Families (Wales) Measure 2010

Child Minding and Day Care (Wales) Regulations 2010

Regulation and Inspection of Social Care (Wales) Act 2016

Non Compliance Notice

Childrens Day Care

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.

Further advice and information is available on CSSIW's website
www.careinspectorate.wales

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Leadership and Management	Our Ref: NONCO-00009372-BJBV
Non-compliance identified at this inspection	
Timescale for completion	31/08/20
Evidence	
<p>The registered person is not compliant with regulation 6 (3) (a) (i): Registered person: Suitability.</p> <p>This is because during the inspection we were told by the registered person that no child remained at the service for over four hours per day. On registering the nursery in 2016 the restriction to the service's hours of operation was agreed with CIW because of the lack of sufficient space for children to rest and sleep. The provider knowingly misled the inspector by stating that the restriction was being followed and that all children attended for less than four hours each day.</p> <p>On reviewing daily records including children's attendance registers and from discussions with the provider, staff and some parents it was made clear that the service had not given CIW an accurate picture of their operational hours. Staff told us that the children could attend for more than four hours and this had been their operating practise for at least 18 months or more.</p> <p>The impact on people using the service is that parents cannot be assured that children are provided with suitable facilities so they can rest and sleep and they and CIW cannot be assured that the registered person will act in line with their statement of service for this provision and with suitable integrity and good character.</p>	

Leadership and Management	Our Ref: NONCO-00009373-MVXV
Non-compliance identified at this inspection	
Timescale for completion	31/08/20
Evidence	
<p>The service is not compliant with regulation 15 (2): Statement of Purpose.</p> <p>This is because the service was caring for children for over four hours and the statement of purpose says that children can only stay on site for a maximum of four hours. This matter was discussed with CIW at registration as the service is not able to provide appropriate sleep facilities for young children.</p> <p>The evidence is that, on discussions with staff and parents we were told that children had been attending this service for over four hours and this was confirmed by the Registered Person. All the parents we spoke to during the inspection told us they were not aware that children could only attend the service for a maximum of four hours, although copies of the statement of purpose had been shared with them. During the inspection we were told that children stay at the service for longer than four hours and the daily attendance register confirmed this. We saw younger children looking tired during the inspection and noted there was insufficient space for them to rest and sleep.</p> <p>The impact on people using the service is that parents cannot be assured that they have all accurate information about how the service operates. This can hinder parents in making informed decisions about whether the service is right for their needs. Children as young as 18 months attended the service. When children stay at the service for more than four hours a day many need sleeping facilities, but due to the limited space available this cannot be provided effectively and their needs were not therefore being met effectively.</p>	
Description of non-compliance/Action to be taken	Regulation number
The service has failed to operate in line with their statement of purpose.	