Childcare Inspection Report on

Little Stars Nursery Abercarn

Unit 7
Darren Drive
Abercarn
Newport
NP11 5AR

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed
21/08/2019
Description of the service
Little Stars Nursery Abercarn is registered to care for up to 62 children under the age of 12 years. The Registered Person (RP) is also the Person in Charge (PiC) with day to day responsibility. The nursery has three base rooms for the children, based on their age and stage of development. They also operate a service before and after school and a holiday club. It is an English speaking service with some incidental Welsh used through play.

Summary

1. Overall assessment
   The nursery is bright, light, clean and airy. Children present as settled and engaged in play. There is a clear management structure and as the Registered Person also acts as the person in charge (PIC) and has good communication with staff and deputy managers. However, there are some inconsistencies in the leadership of the service provided and this impacts upon outcomes for children. Whilst record keeping is generally of a good standard, deployment of staff requires immediate improvement.

2. Improvements
   At the previous inspection we issued a non-compliance notice because the service did not meet their legal requirements in relation to:
   - Food provided for children Regulation 21 (1)(a)(ii) and 21 (2) At this inspection, we were satisfied the regulations were complied with. We noted that fruit, vegetables and nutritious meals were provided to children and that they were kept hydrated as there was access to water or milk throughout the day.
   - The RP had undertaken a quality of care review and undertaken and recorded practice fire drills with children. An outside classroom had been added to the external play space so that children could access outdoor play whatever the weather. Both the baby room and toddler area had been reorganised to improve safety. New resources had been purchased for children and there was improved access to resources across the age ranges. A keyworker system has been implemented and staff awareness has been raised regarding procedures to prevent cross infection.

3. Requirements and recommendations
   During this inspection, we identified an area where the registered person is not meeting the legal requirements and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore we have issued a non-compliance notice in relation to the following:
   - Staffing (Regulation 27): staffing ratio’s are not consistently adhered to and the person in charge has not remained supernumerary at all times.

   Details of the actions required are set out in the non-compliance report attached.
Some further recommendations have also been made which are outlined in section five of this report.
1. Well-being

Summary

Children are encouraged to make choices and we saw that most children had a choice of activities and free play opportunities. We heard children speaking with and approaching staff confidently and had developed friendships at the nursery.

Our findings

Overall, children are encouraged to contribute and have a voice at the nursery. We saw that children were given choice about the things they wished to play with and what they wanted to eat and we heard staff respond appropriately to their requests.

Children are generally comfortable and secure in their surroundings. There is a settling in policy which allows children new to the service time to become familiar with the environment, staff and other children. A keyworker system had been initiated identifying staff to meet the care needs of their key children and this helped children to feel secure. Children were happy and settled and there was a calm atmosphere throughout the inspection. Children aged two to three years and pre-school children were seen chatting happily with one another and enjoyed the range of play opportunities available to them.

Children are given the opportunity to develop their social skills so that they can play with other children and this is supported by staff. We saw children enjoyed playing with the toy cars and were able to share the resources and play contentedly alongside their friends. Children listened well to staff and responded appropriately, and most children settled to activities quickly, or sought help from staff. The children remained calm and well behaved and responded well to instruction.

Children benefit from a good range of play and learning experiences to extend their skills and maintain their interest. For example, there are regular outdoor play sessions and we saw older children really enjoyed using the new outdoor play room. Older children were well engaged in the activities provided and also had easy access to other toys of their own choice. We saw babies enjoy exploring their environment and had access to lots of sensory toys.

Children are learning important independence skills in line with their age and stage of development and are provided with support and guidance from staff to do this. We saw that children were encouraged to wash their hands after using the toilet and before eating. Children could easily access toys and resources and we saw them choose and get what they wanted to play with. Children were also encouraged to tidy up after themselves. At meal-times children of all ages were encouraged to feed themselves.
2. Care and Development

Summary

There are procedures in place which are implemented by staff that keep children safe and promote children's care and development. Overall children's individual needs are met by appropriately qualified staff. Child protection procedures are understood throughout the staff group and management. Observation, planning and monitoring of children's development has strengthened and improved children's play experiences.

Our findings

Overall, children are kept safe and healthy by an appropriately qualified staff team. We saw staff prompt children to eat healthily, take part in physical exercise and remain hydrated with access to water in all base rooms. The menu provided lots of fresh fruits and vegetables and staff had an understanding of children's individual dietary needs. Accident and incident forms were completed and shared with parents. We discussed these procedures with staff and they were able to identify how to prioritise accidents and contact parents as necessary. Staff have a good understanding of the accident procedures in place. In the pre-school area, staffing ratios were not maintained at all times. This impacts on the standard of care provided. For example, pre-school and toddlers played together in the outdoor classroom, but children’s play would have been more enjoyable if staffing capacity had allowed the groups to split and allow more space and choice for children.

Overall, staff are able to manage children’s behaviours and do this in a calm and positive manner. We saw that staff treated children with kindness and respect and acted as good role models. They encouraged children to be kind to one another and supported them to resolve differences and play co-operatively and inclusively. Children were informed about routines and what was happening next, for example, a coloured cone with changing coloured lights (red, amber, green) was used as a visual timer to count down tidy up time so that children could prepare themselves to transition to the next activity.

Activities are planned, a key worker system has been introduced and individual needs are identified. We saw a good range of play activities within all base rooms and children were obviously enjoying the small world toys, play dough, painting and construction toys. Children’s development is monitored and recorded so that staff can plan activities to help develop children’s individual learning goals. Contracts and individual profiles are completed with parents when children first attend the setting and these support staff in their understanding of individual children. We saw some Welsh vocabulary displays and we were told that recycling and awareness of other cultures is promoted within play activities.
3. Environment

Summary

This was a focused inspection to look at the well-being and care and development of children. Environment will be looked at in greater detail at the next inspection. However, we found that the environment is safe, clean, spacious, light and airy with easy access to resources. Resources and equipment had been audited and added to, enriching the play experiences of children. Investment in good quality furniture and resources is evident. There is some limitation for toddlers in accessing the toilet facilities but staff ensure toilet training needs are met. We noted that accident and incidents had been recorded and that monitoring of this information had led to changes within the baby room to make it safer. Daily visual checks are completed by staff although no rota or specific responsibility is identified. However, in discussion with the RP she stated that staff were being supported to take a more pro-active approach to identifying emerging risks within the environment.
4. Leadership and Management

Summary
This was a focused inspection to look at the well-being and care and development of children. Leadership and management will be looked at in greater detail at the next inspection. The service has comprehensive policies and procedures in place to operate the nursery. However, we found that staffing ratios were not always maintained and that the person in charge was not supernumerary at all times. A notice of non-compliance has been issued.
5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections
None

5.2 Recommendations for improvement

- Formally identify and record who is responsible for daily visual checks;
- consider size of groups using outdoor classroom;
- develop a complaint procedure for children aged over the age of eight and
- develop a school transfer policy/procedure;
6. How we undertook this inspection

This was a focused inspection of the service to check on non compliance issued at the previous inspection. Two inspectors undertook an unannounced visit to the service with the inspection lasting approximately four hours. Feedback was given to the RP at the end of the visit. The methodologies used to inspect were:

- Observation of the children’s engagement and the care being provided by the staff;
- consideration of information received by CIW in the form of a concern;
- we looked at a range of records including, accident, incident and concerns records, staff training and a sample of other records maintained at the setting including registers and some policies and procedures;
- discussion with the RP/ Person in Charge and staff and
- a visual inspection of the environment.

Further information about what we do can be found on our website:
www.careinspectorate.wales
7. 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>Registered Person</td>
<td>Kelly Podmore</td>
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<tr>
<td>Person in charge</td>
<td>Kelly Podmore</td>
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<tr>
<td>Registered maximum number of places</td>
<td>62</td>
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<tr>
<td>Age range of children</td>
<td>Under 12 years</td>
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<tr>
<td>Opening hours</td>
<td>7 am to 7 pm Monday to Friday</td>
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<tr>
<td>Operating Language of the service</td>
<td>English</td>
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<tr>
<td>Date of previous Care Inspectorate Wales inspection</td>
<td>10 June 2019</td>
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<tr>
<td>Dates of this inspection visit</td>
<td>21 August 2019</td>
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<tr>
<td>Is this a Flying Start service?</td>
<td>No</td>
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<tr>
<td>Is early year's education for three and four year olds provided at the service?</td>
<td>No</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. It does not anticipate, identify or meet the Welsh language needs of people/children who use the service. This is because the service is situated in a primarily English speaking area. However, we recommend that the service provider considers the Welsh Government’s “More Than Just words” strategic guidance for Welsh language in social care.</td>
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Additional Information: None
Care Inspectorate Wales
Children and Families (Wales) Measure 2010
Child Minding and Day Care (Wales) Regulations 2010
Care Standards Act 2000
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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Unit 7
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Newport
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Date of publication: 04/12/2019
<table>
<thead>
<tr>
<th>Description of non-compliance/Action to be taken</th>
<th>Regulation number</th>
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<tbody>
<tr>
<td>The registered person must ensure that staffing ratio's are maintained in line with National Minimum Standards and that suitable contingency plans are in place to cover emergencies such as staff illness.</td>
<td>27 (a)</td>
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<td></td>
<td>27 (b)</td>
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**Evidence**

- The registered person is not compliant with regulation 27 : Staffing
- This is because the registered person must ensure that there is at all times, a sufficient number of suitably qualified, skilled and experienced persons looking after the relevant children.
- The evidence is that during a focused inspection within the morning session, the person left in charge of the nursery was counted within ratio's of staff caring for children for 30 minutes between 9:40am to 10:10am, even though the person in charge should be supernumerary at all times. As deputy manager, able to be counted in ratio, she cared for 11 children from 9:00 until 9:40 and 10:10 until 11:35 when staffing ratio's within National Minimum Standards require a ratio of 1:8 (staff : children) ratio for children aged 3-7 years. This had been raised as an issue at the previous inspection when it was identified that staff were deployed to undertake the school run and ratios were not maintained within the nursery. The PIC had been counted within ratio, was used as a member of staff and for a short period of time within the toddlers area 2 staff were caring for 10 children, and one of these staff was unqualified.
- The impact on people using the service is that children may not receive the care and support they require to promote their health and welfare nor the supervision they require to keep them safe.