



Childcare Inspection Report on

Teilos Tots

**62 Cheriton Crescent
Portmead
Swansea
SA5 5LA**



Date Inspection Completed

02/07/2019

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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

Teilo's Tots Day Nursery was registered in May 2018. They provide full day care for up to 33 children up to 12 years. The nursery is located in Porthmead, Swansea and operates from 7:30 to 19:30 Monday to Friday. The responsible individual is Cherrie Bija and person in charge is Lisa Leanne Evans. The main language used in the nursery is English.

Summary

Theme	Rating
<u>Well-being</u>	Good
<u>Care and Development</u>	Good
<u>Environment</u>	Good
<u>Leadership and Management</u>	Good

1. Overall assessment

The children who attend Teilo's Tots are happy, settled and enjoy their time at the nursery. The staff interact and respond well to the children's needs providing nurturing and caring interactions between themselves and the children. The indoor and outdoor environments are secure, providing a safe and healthy service for the children. Leadership and management is organised with policies and procedures in place. Leaders comply with regulations and national minimum standards.

2. Improvements

This is the first inspection post registration. Leaders had informed us that they had already taken proactive and prompt action to implement the recommendations made as a result of the inspection.

3. Requirements and recommendations

We have made recommendations relating to Care and Development and Environment. These can be found at the end of this report.

1. Well-being

Good

Summary

Children have a confident voice at this service. They are very settled and happy and show enjoyment in the play and activities that they take part in. Children interact positively with others and are forming friendships. They make suitable progress as they take part in a varied range of play and learning opportunities.

Our findings

Children have good opportunities to make choices and decisions about what affects them. During nap times, children chose which staff they wanted to settle them. Children chose from water and milk during lunch time and some asked for more yoghurt which was respected by staff. Children who finished their lunches decided to play freely within the play areas. Children's opinions and interests are acted upon. For example children who decided they didn't want to play outside were listened to and went inside.

Children's feelings, likes, dislikes and needs were acknowledged as they had good bonds of attachment. Nearly all children were settled and had close bonds with their key workers, as they went to staff for cuddles and reassurance during times of tiredness. Children felt valued and praised by staff. For example children who ate all their lunch smiled as they were praised by staff. Children happily interacted with staff, chatting during lunch times and while they played with musical toys.

Children felt a sense of belonging, as they formed relationships and were familiar with routines. For example, children's interactions were positive and happy as they copied each other pulling themselves up to stand giggling at each other as they did so. Children decided to push each other on a ride-on vehicle which resulted in giggles of laughter and excitement by all children involved.

Children are engaged and follow rules that affect others. Children listened when they were told to be careful whilst they played with the mirrors in case they would break. Children also listened to prompts to take turns when they played on the push-along train. Children were actively supported and encouraged to take part in activities resulting in a good feeling of achievement. Children used spoons to eat their pudding after being encouraged by staff, which resulted in them doing this for the first time independently, which was celebrated with both child and adult clapping and smiling at each other.

Children were active and expressed enthusiasm and enjoyment. Children smiled as they chose to play with trikes, musical instruments, mark making with crayons on the floor, the role play kitchen and splashed their hands in the paddling pools with water and sensory materials. Younger children enjoyed listening to nursery rhymes and interacted clapping their hands to the music.

Children have good opportunities to develop their independence skills enabling them to do things for themselves successfully to develop creatively, experiment and imagine. For example children chose to play with plastic foods in the café role play area and cut the fruits and vegetables for the staff to eat. Younger children pulled themselves to stand using low tables and chairs.

2. Care and Development

Good

Summary

Staff effectively keep the children safe and healthy because they follow the service's policies and procedures. Staff are good role models, modelling positive behaviours and interactions with children. Staff are making continued progress to provide for the children's individual needs. They provide constant and positive interactions with children and value their needs and choices.

Our findings

Staff understood and implemented policies and procedures to promote healthy lifestyles, physical activities, personal safety and well-being. Staff ensured nappy changing procedures were followed as they had protective clothing and sanitised the changing area before and after each change. Staff implemented robust cleaning and hygiene practices as they kept an up to date daily cleaning rota. Both staff and children washed their hands with soap after toileting. They used separate paper towels and washed their hands after wiping children's noses eliminating cross infection.

Safeguarding was prioritised and nearly all staff have a very good understanding of their responsibilities to protect children. Staff were aware of the prevent duty but hadn't had training which was identified as an action area prior to the inspection. Staff confidently told us the procedures they would take following any safeguarding concern.

Nearly all staff had all updated first aid, safeguarding and food hygiene training. Staff provided water stations inside and outside, however we didn't see any children using this during the inspection. Plenty of water was brought to the children keeping them hydrated during a warm day and sun cream was applied for the children. A warm meal of sausage, potatoes and vegetables was prepared for the children and staff provided all the necessary cups, spoons and forks for the children, however staff did not sanitise the tables before lunch. Staff wiped the children's faces with separate flannels after lunch. They understand and actively work towards the implementation of the Welsh Government's 'best practice guidance, Food and Nutrition for childcare settings'. They have implemented the guidance into their new menus at the nursery since leaders had the training.

Staff are consistently responsive, they listen and respect children's views. Interactions are positive demonstrating warmth and kindness. Staff are sensitive towards the needs of individual children. Staff provided blankets and warm cardigans for any children feeling cold in the wind outside. Staff praised children for listening well when they asked them to be careful of the little ones whilst playing on the trikes. Staff distracted unsettled children giving them toys to play and supported children with warm reassuring cuddles.

Staff are aware of children's individual development as they tracked the progress of the children on an app which provided next steps learning goals for children. Key workers

planned for the children's next steps and reviewed progress daily. Staff engaged with children consistently, playing with them individually and interacting with positivity and a caring manner as we saw younger children on ride-on cars pushing themselves along with their feet independently, staff praised the children saying "*Wow well done, you're so clever!*" Staff are committed to providing a broad range of play and learning activities for children. For example, staff actively encouraged and supported children's mark making abilities and provided crayons for children modelling pictures on the large piece of paper on the floor. Additionally, staff encouraged language development in the role play area as children enthusiastically brought staff teas, fruits and various foods. Children played with multicultural puppets and looked at books including those of different cultures. Staff sang an array of English nursery rhymes, and one in Welsh. Themes are regularly changed and staff plan for themes and activities following children's interests.

3. Environment

Good

Summary

The premises is nicely decorated, recently renovated and hygienically clean. There is sufficient space for the children's play and learning indoors and outdoors. Leaders provide good quality age and stage appropriate toys and resources. Leaders have clear policies and procedures and robust risk assessments to safeguard the children in their care.

Our findings

Leaders ensure that the premises are secure. For example the outer door is kept locked and visitors to the nursery have to ring the doorbell to gain access by staff and leaders. The outdoor area was securely enclosed to prevent unauthorised access. Standards of hygiene and cleanliness were good. The premises were well maintained, maintenance checks updated and a boiler service certificate was received during the course of the inspection process. There were regularly updated robust risk assessments covering the inside and outside of the nursery ensuring that children were kept safe.

Leaders provided a good range of good quality toys and resources for children of all ages and stages of development. There were suitably sized chairs and tables for all children and high chairs if necessary. Leaders had placed secure doors separating all play areas and children had no access to the kitchens. All chemical cleaning substances were stored away from the children. Toilets and low level wash basins were suitably sized, which ensured children's privacy and dignity were respected. There are thermometers in each room ensuring all areas are at the correct temperature. Rest and sleep area was separated from the play area and provided with cots and portable mats and separate blankets for comfort.

The learning areas were bright, colourful and there was some evidence of displays, however we did not see evidence of children's work celebrated on the walls and evidence of Welsh and English vocabulary was minimal. Leaders provided sufficient reading books, soft toys, role play area, musical instruments and small world toys for the children, which were easily accessible. Continuous provision of resources within the areas promoted children's independent learning through specific areas of learning to include resources which enhance role play, farm animals small world play, creative and physical skills, construction, language and mathematical development as well as social development within the areas. These opportunities involved multicultural dolls and puppets also accessible for children. Leaders provided a spacious outdoor grassed area and a dry soft area under covered for shelter. Leaders and staff ensured there were opportunities for water play, messy play, role play, sensory play and physical play in the outdoor area.

4. Leadership and Management

Good

Summary

Leadership is organised and meets the requirements of the regulations and national minimum standards. The service has a positive working ethos and staff benefit from a supportive management team. Leaders have good partnerships with parents who are very happy with the service and the care provided for their children. Self-evaluation is developmental based on the needs of children and parents. Policies provide the staff with the knowledge and skills needed to care for the children effectively.

Our findings

Leaders regularly update the policies and procedures and ensure they are shared with all staff as part of their induction. Leaders had a detailed statement of purpose which they updated during the course of the inspection to include the arrangements for dealing with emergencies and also Care Inspectorate Wales' contact information. Leaders had kept detailed records of incidents and accidents, which had been signed and dated by parents. Staff told us that they felt well supported by leaders at this service saying *"I really enjoy coming to work here, we all get along well."* There were sufficient numbers of staff on duty at all times and a supernumerary member of staff to take care of office and cooking duties.

Leaders at this service were experienced and well-qualified child care practitioners. They had a robust recruitment process in place, and the information in the staff files was compliant with regulations. Leaders checked attendance registers and staff arrival and departure times were recorded on most occasions.

Leaders told us they are planning to review the quality of their service in the near future and looked to send questionnaires to parents, staff and collect the views of children in order to create a quality of care report.

Partnerships with parents were positive as we heard staff giving feedback to parents when collecting their children. They provided a home to nursery app which gave information on activities, food eaten and toileting needs. Parents' feedback was positive as one parent told us she found the nursery excellent. Parents made comments such as *"it has superseded my expectations as a nursery. They excel in childcare and development. My children are not only cared for they are loved here. Leaders are superb at supporting families and coordinates the centre 10/10!"* Leaders provide regular settling in sessions for new children and parents are given a statement of purpose and an introduction to the policies. Staff share children's pictures, activities and achievements through the app which is updated daily and special events and information is shared on social media. Leaders have good links with the school, community centre, doctors and health visitors.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the first inspection post registration.

5.2 Recommendations for improvement

We recommended that leaders;

- ensure staff promote the children's independence at meal times;
- encourage the use of some incidental Welsh language;
- ensure staff sanitise tables before meal times;
- display evidence of children's work and achievements on walls;
- ensure staff sign in and out of the service; and
- ensure staff are aware of prevent duty and complete online training.

6. How we undertook this inspection

This was a scheduled, unannounced post-registration inspection. One inspector carried out the inspection on Tuesday 2 July 2019 for a period of approximately 5 hours and 30 minutes. During our visit, we;

- observed the children and the care they received;
- looked at a wide range of records;
- looked at policies and procedures;
- looked at the risk assessments and insurance certificates;
- received questionnaires from two parents and six staff; and
- spoke to children and parents at the service.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Cherrie Bija
Person in charge	Lisa Leanne Evans
Registered maximum number of places	33
Age range of children	Birth to 12 years
Opening hours	8:00 – 19:30 Monday to Friday.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	This was the first service' first inspection
Dates of this inspection visit(s)	02 July 2019
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 ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information:	

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