



Childcare Inspection Report on

First Steps Day Nursery

**Hazlehurst Lodge
Sully Road
Penarth
CF64 2TP**



Date Inspection Completed

20/02/2020

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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

First Steps Day Nursery is registered with Care Inspection Wales (CIW) to provide day care for up to 17 children aged between two and five years old. The service is based in a property located in the grounds of Hazlehurst Nursing home in Penarth. The nursery is open from 7.30am to 6pm Monday to Friday throughout the year and provides care for children up to five years old. The owner of the service is Nadine Bamrah who also holds the roles of the registered person and the person in charge. This is an English language service which uses incidental Welsh.

Summary

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

1. Overall assessment

Children enjoy and learn from an interesting and stimulating range of experiences and activities. They are settled well into the service and are at ease in their surroundings. Staff have good knowledge about the children's needs and provide nurturing, supportive care. An experienced person in charge manages the service. There is a good ratio of staff to children which ensures that children's needs are consistently well met. The environment is inviting and resourced appropriately. Staff receive good support to carry out their roles effectively. Some procedures need to be strengthened to be effective.

2. Improvements

This is the first inspection after registration.

3. Requirements and recommendations

No non compliance issues were identified during this inspection.

We made a number of recommendations which are discussed in the report and summarised at the end.

1. Well-being

Good

Summary

Children receive warm and responsive care and benefit from positive experiences and interactions. They are confident to make choices about their play activities and receive support to make their own decisions about their care. They make progress in line with their age and stage of development and are happy and settled.

Our findings

Children are confident to express their views freely either verbally or by gestures and choose how they spend their time at the service. They take part in the planning of activities and their views and decisions direct their play. They have the option to join in with group activities or an activity of their choice. Children decide to play outdoors when the weather is suitable and the door to the garden is opened to provide encouragement. Children's preferences and feelings take precedence over the daily routine.

Almost all children settle well and babies cope with separation from their parents with ease. Settling in routines with babies are managed with care and take into account the specific needs of individual children. Parents value the daily information sheets which outline all aspects of their child's care. The atmosphere in all the rooms is warm and friendly and children benefit from individual attention from their key workers and other staff who know them well. All children have individual coat hooks which are personalised with their name and photograph. Displays of children's work and their birthdays provide them with a sense of belonging and attachment to the group.

Almost all children interact and cooperate well with each other and with adults. Most children are in the early stages of understanding their emotions and are becoming sensitive to the feelings of others. They show a caring attitude to their friends and are learning to take turns when playing games. Younger children are happy to cooperate and share resources and implements when playing with construction toys and during 'messy play' activities.

Children are active and curious learners and enjoy the activities on offer which stimulate their interests and provide opportunities for learning and promoting independence. They experience fun with water play and the mud kitchen as well as planting and gathering strawberries. Children enjoy learning about animals around the world and specifically from Australia as part of the theme of the month. This includes stories, songs, and mask making activities. Older children value the experience of helping younger children and act as role models to them. Most children help themselves to food at meal times with confidence but at present children do not have the opportunity to help themselves to drinks.

2. Care and Development

Adequate

Summary

There are some systems and procedures in place to ensure staff have the experience and skills to provide a safe service which promotes positive outcomes for children. Regular and rigorous monitoring of systems is needed to ensure safeguarding and child protection underpins all practice. Staff manage children's behaviour appropriately and suitably monitor their development. Additional and regular training of staff is needed to ensure they have the knowledge and expertise to carry out their roles effectively.

Our findings

The registered person updated and reviewed the child protection policy after our visit. We received photographic evidence of information relating to child protection, which is now displayed for all to view and includes the relevant contact numbers. Not all staff have undertaken child protection or Prevent training. Careful monitoring of staff first aid training is needed to ensure the appropriate number of qualified staff is in place at all times. Staff record all accidents appropriately and parents sign them on the same day. These records need to be monitored on a regular basis to identify any trends and to consequently make any necessary adaptations or changes. Staff keep records of any existing injuries of children when they arrive at the service.

There are procedures in place which contribute to keeping children healthy and well. The menu is on display for parents but staff do not always follow it. The registered person aims to reduce the sugar content of the food served to children. Staff keep records of the food children eat and offer alternatives as needed. There are records of children's allergies and preferences on the wall in the kitchen. Children receive support and guidance to wash their hands as appropriate and use paper towels or a hand dryer.

Staff manage interactions with children consistently and are positive role models at all times. They maintain a calm and nurturing atmosphere which is homely and children are comfortable and settled as a result. Staff use distraction techniques when children show frustration and anticipate and respond to their needs and expectations. Staff turnover and sickness rates are low and children benefit from continuity of care.

Key workers carry out observations of children's achievements which they gather to identify the next steps in their learning. They provide interesting and stimulating activities to children to support the development of skills and knowledge based upon individual interests and preferences. The service uses some basic, intermittent Welsh during sessions.

3. Environment

Adequate

Summary

The service operates from a house situated in the grounds of the Hazlehurst Nursing home in Penarth. Facilities include two base rooms for children and a kitchen on the ground floor. There is a room for babies, which doubles as a sleep room on the first floor. All toilet facilities and the office are situated on the first floor. A compact outdoor play area is accessed from the back door of the property.

Our findings

Security arrangements at the service are good. The registered person ensures there is no unauthorised access to children by asking all visitors to sign into the building and by the use of CCTV. Parents sign children into the service with times of arrival and departure as required. There are cleaning rotas and checklists to ensure the environment is maintained appropriately before children arrive. Children use sleeping mats which are placed on the floor and we asked the registered person to ensure a member of staff is present at all times, to be available to support children when they wake. This was put in place at once.

All food is prepared in the kitchen to which children do not have access. The kitchen is situated behind a half wall which allows staff to view children in the play room. There are risk assessments for the environment and activities that need to be reviewed and updated on a regular basis. There is no risk assessment for school runs and this must be drawn up at once. Gas, electric and fire systems are serviced as required. The service carries out regular fire drills with children and these need to include a description of any hazards encountered during the process.

The toilet and nappy changing facilities are on the first floor and children are not able to access them unattended. These amenities are clean, fresh and well maintained. The office is used as a staff room and is a private space to hold confidential conversations with parents. There are safety gates at the bottom of the stairs and at the top, as well as on the doors upstairs.

Resources provided are suitable for the needs of children and all activities are age appropriate and offer variety and choice. These support their learning and development and include games, puzzles, books, construction toys and outdoor gardening resources. The registered person told us staff regularly clean and rotate the toys and discard anything that is broken. The staff plan activities to celebrate cultural and seasonal events and ensures children experience a wide range of interesting opportunities. Children have access to some Welsh language books and resources.

4. Leadership and Management

Adequate

Summary

The registered person has a sound vision about providing a service which has good outcomes for children and sustains improvements. There are procedures and systems in place to provide support to staff to enable them to carry out their roles effectively. A number of systems need to be strengthened to meet the regulations and National Minimum Standards. The registered person is motivated to improve the service and welcomes all contributions to enhance the service provision.

Our findings

The statement of purpose provides an accurate reflection of the service and this gives parents the information they need to make an informed choice about using the service. Parents provide information about their child before they start and key workers identify their needs and preferences to ensure these can be met effectively. Parents receive questionnaires to ask them for feedback on their experiences and for suggestions on any improvements. The quality of care report includes this information but does not contain children's views as required. Parents value the monthly newsletters which provide updated information on any service developments. The improvement plan intends to extend the outdoor play facilities and to improve the daily diaries with photographs. The registered manager is considering the purchase of a digital app to record observations and assessments of children's development.

The registered person understands the need to inform CIW of any changes to the service using the notifications process. The service is not registered with the Information Commissioners Office (ICO), which is needed to ensure guidelines relating to the holding of personal information are followed. The registered person intends to register with the ICO at once. There is a complaints policy in place but the service has received no complaints. There is a suggestion box in the foyer for the use of parents.

The registered manager holds team meetings each month which are used mostly for planning purposes and for the exchange of ideas. Supervision of staff is usually informal although one to one meetings take place as needed. Staff report they receive good support and feel 'like a family'. Parents also value the family atmosphere of the provision. Some staff training needs to be updated to ensure staff have up to date information and that the service takes due care of the minimum standards and regulations.

Partnerships with parents are very positive. Parents express their satisfaction with the service and comments include, 'communication is good'; 'staff are very caring and my child settled very easily'. There are good relationships with the nursing home which is a family business. Some resources are shared such as maintenance and parts of the extensive grounds outdoors.

Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement:

- monitor accident records to identify any trends
- update risk assessments on a regular basis
- put in place a risk assessment for school runs
- ensure all staff have child protection training
- include the views of children and staff in the quality of care report
- register with the Information Commissioners Office

5. How we undertook this inspection

This was a full, scheduled inspection carried out on 20 February 2020.

One inspector undertook an unannounced visit for five hours

- we looked at the information already held by CIW
- we spoke to a number of children and four parents
- we consulted with three members of staff and the registered person who is also the person in charge
- we looked at a range of service records which included the statement of purpose, children's files, staff files, staff rotas, children's register of attendance and a range of policies and procedures
- we made a visual check of the premises inside and outdoors
- we provided the registered person with feedback on 26 February by telephone

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

www.careinspectorate.wales

6. About the service

Type of care provided	Children's Day Care Full Day Care
Registered Person	Nadine Bamrah
Person in charge	Nadine Bamrah
Registered maximum number of places	17
Age range of children	2 to 5 years
Opening hours	7.30am to 6pm Monday to Friday throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	This is the first inspection
Dates of this inspection visit	20 February 2020
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	The service does not provide the Welsh language 'active offer'. It does not anticipate, identify or meet the Welsh language needs of children who use or intend to use the service. We recommend the service provider consider Welsh Government's ' <i>More Than Just Words Follow On Strategic Guidance for the Welsh Language in Social Care</i> '.
Additional Information:	None

Date Published 30/07/2020

No noncompliance records found in Open status.