



# Childcare Inspection Report on

**Lullaby's Day Nursery**

**102 Herbert Street  
Pontardawe  
Swansea  
SA8 4ED**



**Date Inspection Completed**

18/02/2020

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

Lullaby's Day Nursery is a full day care service, which provides care for a maximum of 44 children aged between eight weeks and eight years old. The care is provided across two floors of the recently renovated building. The service is provided mainly through the medium of English, however, there is a great emphasis on the Welsh language, which is spoken often throughout the nursery. Charelene Stonlake is both the responsible individual and person in charge on behalf of Lullaby's Day Nursery Limited.

## Summary

Theme	Rating
<a href="#"><u>Well-being</u></a>	Good
<a href="#"><u>Care and Development</u></a>	Good
<a href="#"><u>Environment</u></a>	Good
<a href="#"><u>Leadership and Management</u></a>	Good

### 1. Overall assessment

Children are happy, relaxed and content at this service. Staff are enthusiastic and caring, providing children with support and opportunities to develop. The environment is very welcoming and has been developed to promote children's learning in a homely atmosphere. Leadership at the service is continuing to develop and they have a clear aim and vision which is being embedded in practice.

### 2. Improvements

The people who run the service have confirmed over the past year the upper floor has been renovated, to allow for the service to provide care for more children. They have purchased new equipment, including baby bouncers, a fuse ball table, a tepee, dolls prams, dolls and aqua doodle pads. The service has also purchased units for children's toys to be stored in.

### 3. Requirements and recommendations

We have made some recommendations, these are included at the back of this report.

## 1. Well-being

Good

### Summary

Children are happy and well settled at this service. They have positive bonds with staff and other children. They are making progress through a variety of play and learning opportunities and have regular opportunities to make their voices heard at this service.

### Our findings

Children speak and express themselves well as they receive consistent responses or interactions. For example, at lunchtime, an older child did not want the choice of dessert and asked for an alternative. Staff actioned this and the child was given an alternative.

Children are active and express enthusiasm and enjoyment. They have a sense of belonging and are familiar with routines. Younger children engaged in a 'tap, tap box' activity, sitting in a circle, taking turns and enjoying the action songs. Older children were learning about feelings, emotions and how to express themselves. They engaged in a circle time activity responding to questions like *"how are you today? Sut wyt ti?"* Children answered in Welsh and English and explaining the reasons why they felt that way.

Interactions between children and adults are consistently good. Children co-operate well and are actively interested and engaged, we saw three children working together to complete a jigsaw. Children told staff about the jigsaws they had at home, staff responded and were interested.

Children receive support and encouragement to take part in an activity resulting in a good feeling of achievement and high self-esteem. They are eager to show or talk about what they have been doing. During one activity, children were given a paint brush and encouraged to paint their hands. As children mixed the paints, they engaged with staff through verbal and non-verbal communication. Children smiled and looked proud when praised for their efforts.

Children have some opportunities to develop their independence. Older children served some of their food at lunchtime. They choose what they would like to play with and went to the toilet and washed their hands with some support offered, if needed. Older children were encouraged to find their own coat, shoes and to try to do up their own zips. However, this was not always offered to all children. For instance, younger children were not encouraged or given the opportunity to wash their hands independently before meal times.

## 2. Care and Development

Good

### Summary

Staff keep the children safe and promote a healthy lifestyle. They know the children's skills and preferences well. Care staff are enthusiastic and positive, supporting the children to develop their individual skills. Policies and procedures are in place and a number of signs/flow charts are visible throughout the setting to embed what is within the policies.

## **Our findings**

Most staff understand and implement policies and procedures within the service. Staff prioritise safeguarding and most staff have a good understanding of their responsibilities to protect children. They confidently explained what process they would follow if there was a child protection incident. Although, not all staff knew that referrals to social services can be made directly if there is a concern about child protection. Staff undergo regular training, including first aid, food hygiene and child protection. There are cleaning and good hygiene practices across the service. All staff washed and sanitised their hands frequently and staff supported and encouraged children to wash their hands regularly. The service provides healthy meals and snacks. The menus had recently been updated after seeking parents opinions. Parents can provide a packed lunch for children who do not like the food options or alternatives. Children are provided with a choice of milk or water to drink.

Staff encourage children to speak and express themselves; this is followed with caring and enthusiastic responses and interactions. Most staff actively promote both English and Welsh to all of the children. They use a sandwich approach to the encourage children to learn and use Welsh. The leaders; alongside staff, are good role models. They are patient; speak positively and kindly towards children, staff and visitors. Staff successfully implement behaviour strategies. They used the concept "*kind hands*" when children were showing unwanted behaviour. They explained to children about their behaviour, using distraction techniques and positive language such as "*well done*", "*da iawn*" (well done), "*fantastic - high five*" alongside encouragement. Staff know the children well and meet their needs. For example, a child who was tired, was cuddled and put down for a nap. The interactions are positive demonstrating genuine warmth and kindness.

Staff are aware of children's individual development. They plan well for the next steps and regularly review progress. The staff have development charts in place for children, with targets displayed on the wall. There is a key worker system in place and they keep parents informed through daily records for the under two children and verbally for older children. Leaders discussed seeking support for children who had developing needs and understood their role in engaging with other services.

## **3. Environment**

**Good**

### **Summary**

Leaders provide a generally safe, secure, environment both indoors and outdoors. There are a variety of resources and equipment, which are well suited to the ages and stages of the children who attend the service. The service is bright, freshly decorated and welcoming. There is a good sized outdoor play area which is well maintained and presents some play opportunities for the children. Children access the outdoor area with staff, throughout the day as part of their daily routine.

## **Our findings**

The leaders are generally promoting a safe environment. There are a number of measures in place, which include the use of door entry system and CCTV within the main reception areas of the nursery. The service has a visitor's book in use. There are a number of risk assessments in place; however, on the day of inspection some were not fully completed. Following the inspection visit, the leaders confirmed that all risk assessments are fully finished and up to date. The service did not have current annual portable appliance tests or fire extinguishers checks. However, these were completed and certificates forwarded following the inspection visit. There are reminders about safety on posters within each room. Door guards are used and the service practices regular fire drills.

There are many rooms across the two floors of the service, which provide equipment and resources for children of different ages and stages of development. Leaders have allocated a room dedicated to after school and holiday club with a large selection of age appropriate resources. Also, there was a quiet room which provided space for younger children to sleep in, with cots, bouncers and fold a way mattresses. Staff ensured that bedding was individual, kept in labelled bags and cleaned regularly.

Displays in the rooms included children's own art work and a variety of bilingual signage. The leaders, alongside staff, organise the environment well. There are areas in each room to promote different areas of learning and provide a range of play opportunities. For example, role play, creative, reading areas and rest/quiet areas. Some resources are stored at a low level, allowing children easy access to them. There are boxes labelled with pictures and bilingual words. All areas of the service were clean, tidy and well maintained with regular cleaning routines undertaken which reflects the good hygiene practices. Leaders provide good resources to promote children's curiosity about the wider society, promoting equality, and learning about cultural awareness. The leaders of the service have informed us that they also use natural resources, such as shells, sticks and pinecones.

## **4. Leadership and Management**

**Good**

### **Summary**

The leaders of the service have a strong vision, which is shared with others. Overall, they operate in line with the regulations and National Minimum Standards (NMS). There is a comprehensive range of policies and documents in place, however, some needed minor amendments to truly reflect the current service. Leaders have developed a good system for evaluation, working closely with staff, parents and children to ensure that they continue to reflect and improve their service.

### **Our findings**

Leaders are developing an effective service. They provide an up-to-date statement of purpose, however, it did not reflect the current management structure. Since the inspection visit, an updated statement of purpose has been completed. The leaders ensure that they are well organised and thorough, with the majority of expected documentation in place and stored securely. They have all necessary information about the children including personal information, medication, allergy and individual needs as well as accident forms. All forms were fully completed and signed. Leaders recorded some basic details of any allergies and medical needs but they did not record incidents. Following the inspection visit, the service has amended the allergy records, to provide more details about allergies, reactions and medical conditions and have developed an incident form to be implemented into the service. The leaders of the service have a good understanding of their responsibilities to promote the Welsh language. For example, they speak Welsh within the service and are keen to send staff on Welsh language training.

Leaders actively implement self-evaluation. They seek and action the suggestions of children, parents/carers and other stakeholders. The recent quality of care report shows input and actions from questionnaires. For example, the service purchased new dolls after requests from the children.

Leaders have completed pre-employment suitability checks and have valid Disclosure and Barring Service certificates on sampled staff files. Although, one staff member did not have references or a full work history located in the file and some driver documentation was not current. Since the inspection visit, the leaders confirmed that all checks had taken place and all records of suitability and updated driver documentation are now included in staff files. There are systems in place, which ensure that nearly all staff have appraisals and regular verbal supervisions. Since the inspection visit, the leaders have developed a form for staff supervisions to be formally recorded. Attendance records showed that the service adhered to the recommended ratios. However, the staff attendance record did not record staff breaks or clearly show who was caring for children throughout the day. Since the inspection visit, leaders have confirmed that a new staff register is in place which includes



times of breaks and a record of whether staff are on or off site. They have confirmed that they ensure there is always a supernumerary person in charge onsite, who is qualified and has appropriate experience. Staff expressed that they were happy at the service and have positive experiences about working at the service.

Leaders ensure that all communication and engagement systems with parents are effective. Parents are well informed through the use of social media, text messages, newsletters, daily written reports and verbal conversations. Parents have fed back through the Care Inspectorate Wales questionnaires, commenting that they are very happy with the service. They feel that children are well cared for, are developing well and staff are welcoming and supportive.

## **Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

We have recommended that:

- staff further develop opportunities for independence for all children across the service
- leaders record who is supernumerary person in charge during operational hours
- leaders ensure all safety checks are completed and maintained annually and
- leaders regularly review policies and risk assessments to ensure that they fully reflect the service being provided.

## 5. How we undertook this inspection

This was a full, unannounced inspection undertaken as part of our normal schedule of inspections. Two inspectors visited the service on 18 February 2020 for a total of approximately seven hours. We:

- inspected a sample of documentation and policies
- observed the care being provided at the service
- observed practice and completed observations using the SOFI 2 tool to capture evidence of children's engagement and the care being provided by staff;
- spoke with staff and the person in charge of the service
- provided questionnaires to staff and parents of the service
- gave feedback to the responsible individual by telephone on 26 February 2020

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## 6. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Charlene Stonelake
Person in charge	Charlene Stonelake
Registered maximum number of places	44
Age range of children	8 weeks old to 8 years old
Opening hours	Monday to Friday 7.30am - 6.30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	Post registration inspection
Dates of this inspection visit(s)	18 February 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 is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service.
Additional Information:	

Date Published 30/07/2020.