



# Childcare Inspection Report on

**Little Haven Nursery**

**Rhydlafar Drive  
St. Fagans  
Cardiff  
CF5 6HU**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**



**Date Inspection Completed**

02/12/2019

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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

Care Inspectorate Wales (CIW) have registered Parachutes Childcare Limited to provide care for up to 36 children at Little Haven Nursery. The nursery opens from 7:30am to 6:00pm Monday to Friday for 51 weeks of the year. It operates from a new purpose built single storey building in the St. Fagans area of Cardiff. Fiona Williams has been nominated as the Responsible Individual (RI) on behalf of the limited company and she also acts as the Person in Charge (PIC) of the service on a day to day basis. Care is conducted through the medium of English with incidental Welsh introduced.

## Summary

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

### 1. Overall assessment

Children's well-being is promoted at the service, they are encouraged to have a voice and build good relationships with the staff. Children are thriving in a nurturing and supportive environment that meets their needs, and a wide selection of developmentally, age appropriate play and learning activities are available. Staff have a good understanding of the individual needs of children in their care and support and supervise them effectively. The environment offers a wide range of resources to facilitate children's play. However, a more thorough approach is required to ensure that all necessary safety checks are up to date. There are good management systems and processes in place to support the smooth operation of the service.

### 2. Improvements

This is the nursery's first inspection since registration in October 2018.

### 3. Requirements and recommendations

We have advised the provider that improvements are need in relation to gas safety checks, Hazards and safety Regulation 25(c) and children's registers, Keeping of records Regulation 30 (1a) in order to fully meet the legal requirements. A notice has not been issued on this occasion as there was no immediate or significant impact for children using the service. Some further practice recommendations have been made. These are detailed in section five at the end of this report.

# 1. Well-being

**Good**

## Summary

Children are content and secure in a service that encourages their curiosity and learning. They are forming positive relationships with their peers and staff and this makes their time at the setting enjoyable. There are regular opportunities for outdoor play to promote their physical development, as well as opportunities for them to develop their independence skills.

## Our findings

Children are supported to make their own decisions about how they spend their time at the service. They are able to choose from a variety of stimulating opportunities. Children's self-expression is encouraged and we observed staff carefully listening to children and showing interest in their conversations. We saw that most children were able to make appropriate choices because they were familiar with the routines and trusted the staff to help them when needed; for example when pouring their drinks at snack time.

Children know the routines and this helps to develop a sense of security. They receive lots of praise for their efforts and enjoy the recognition. For example, a group of children beamed with pride when receiving high fives from staff member for counting to 10 in Welsh. Children have formed good relationships with staff and know who to go to if they are upset. They were seen to enjoy their time at the setting as a result of the warmth and affection they received from staff.

Children interact well, are making friends and are supported by staff in their social development. In the kindergarten room we saw that children are polite and able to take turns and share. Children responded well when staff used phrases such as, "We are kind to our friends." We heard children using 'please' and 'thank you' throughout the inspection. Children are becoming sensitive to the needs of others. For example, when one child stumbled whilst playing outside, their friend immediately asked them, 'Are you ok?' and put a comforting arm around them.

Children are engaged in their play and learning but can also relax and enjoy quiet times. They have the freedom to explore their environment both indoors and outdoors. Children have extended periods of child initiated, uninterrupted play as well as frequent opportunities for adults to play alongside them. We saw that the children have access to a suitable variety of activities and resources and are able to concentrate for an appropriate amount of time for their stage of development. We saw one child persevere and make several attempts at drawing a Christmas tree.

Children are making progress in line with their age and stage of development. They have access to a good range of activities to support their all-round development such as physical, emotional and social. Children are provided with opportunities to be independent, for example helping to prepare their own snack and putting on their own coats and hats.

## 2. Care and Development

**Good**

### Summary

Children are cared for by suitably qualified and enthusiastic staff. There is consistent expectations of behaviour and interactions are well managed. There are suitable systems in place for monitoring children's progress.

### Our findings

Staff understand their roles and responsibilities in relation to children's health. There is a detailed safeguarding policy and procedure and the person in charge is the dedicated safeguarding officer for the setting. Staff are aware of their role in relation to child protection and relevant training is completed. They provide nutritional snacks in line with Welsh Government's guidance and have achieved both the Gold Standard Healthy Snack Award Plus and the Cardiff Healthy and Sustainable Preschool Scheme. Children's dietary preferences and requirements are identified, recorded and made available to relevant staff. Staff follow appropriate practice in relation to infection control. Tables are cleaned before and after meal times, children are reminded to wash their hands before eating and after using the toilet and children unable to do so independently are supported. Staff maintain records of children's attendance. However, registers did not note children's times of arrival or departure, which is required by the regulations. This is a serious matter but we have not issued a Non Compliance Notice in respect of it because the RI agreed to rectify this immediately. We also examined accident, pre-existing injury and incident forms and found some gaps in completion.

Staff support children's social development effectively and there is a clear and detailed behaviour policy. All staff implement a traffic light system successfully to manage unwanted behaviour and to help children transition between activities. Praise is consistently used throughout sessions to foster a feeling of belonging and to promote children's self-esteem. Throughout the nursery, staff reminded children to "be kind" to one another and encouraged them to share and take turns. Staff spoke kindly and respectfully to all of the children and acted as good role models at all times, resulting in a relaxed and friendly atmosphere within the setting.

Staff plan for a good range of developmentally appropriate activities and observe children to identify their specific interests which informs planning. Children's development is captured and monitored using a variety of methods including Wellcomm assessments (a speech and language toolkit for early years) and Iconnect (an online learning journal). Language and

literacy is promoted well with frequent opportunities for stories, singing and circle time. Children across the nursery enthusiastically joined in with singing during circle time using the 'tap, tap box', each choosing an item from the box representing well known nursery rhymes and songs. We observed a small group of children snuggled under cosy blankets in the Wendy house outdoors, enjoy story time with a staff member.



### **3. Environment**

**Adequate**

#### **Summary**

The premises are secure and effective systems are in place to prevent unauthorised access to the building, but not all safety checks are carried out in a timely manner, and the system of risk assessment is not sufficiently robust. Children benefit from an attractive indoor and outdoor play environment which includes a suitable selection of resources to promote children's development.

#### **Our findings**

There are robust procedures in place in relation to the security of the premises. Visitors are required to sign in on arrival and doors to base rooms can only be accessed via an electronic key code system. The outdoor play area is secure ensuring that children cannot exit the premises. The PiC ensures that the premises are generally safe and there are daily visual checks and safety sheets completed to support this process. However, recorded risk assessments are not sufficiently well reviewed to account for emerging risks. During the inspection we identified an emerging risk which we had to feedback to the PiC. She told us this would be addressed immediately and that a review of the risk assessment process would be undertaken to ensure the safety of the environment on an ongoing basis. Safety checks in relation to fire-fighting equipment and the electronic systems within the building are up to date. However, the gas safety check was overdue. The PiC agreed to take action to address this immediately. Regular fire evacuation drills are conducted and recorded well.

The environment is suitable for children and affords an appropriate amount of space for play. Base rooms benefit from ample natural light and are decorated to a good standard. There are zoned areas for play, including a quiet area for reading and circle time, a home corner for imaginary play and additional areas for table top activities and messy play. Tables and chairs were appropriately sized as were toilets and wash hand basins. Both base rooms have an area equipped with coat pegs for the storage of children's belongings and a parent noticeboard with information about the service. Outdoors, there is plenty of space for physical play, areas for planting and a mud kitchen. The PiC told us that she plans to further develop the outdoor area, as funds become available, to increase children's play opportunities.

Providers ensure that children have access to good quality and varied choice of play equipment and resources, which enhances their play experiences. These are made available in sufficient quantity to ensure all children have variety and choice. However,

there are limited resources to promote the Welsh language, multiculturalism and diversity.  
Furniture is appropriate for the age of the children and of good quality.

## **4. Leadership and Management**

**Good**

### **Summary**

Parents and children receive a consistent, quality service which is well run. The PiC was fully engaged in the inspection process. Effective systems are in place to monitor the service and plan for improvement. Partnerships with parents are valued and parent participation is actively encouraged.

### **Our findings**

Leaders have a clear vision for the service and communicate their expectations well with staff. The person in charge has a very good understanding of her role and responsibilities. The statement of purpose contains relevant information to help parents make an informed decision about their choice of child care. However, it did not reflect the most up to date contact details for CIW. We examined a range of policies and procedures and found them to be comprehensive. Children's contracts were well completed and contained relevant information about children, in line with regulations.

There are effective systems in place to support self evaluation and improvement in the service. Leaders seek the views of children, parents and staff to inform the quality of care review. Leaders devise an action plan identifying improvements, which they monitor throughout the year. There also is a detailed complaints policy in place.

Staff are deployed effectively and are clear about their responsibilities. The team work well together and share tasks for all roles. This ensures the smooth running of the sessions. The person in charge and staff have regular one to one supervisions and annual appraisals. These meetings provide an opportunity for staff to reflect on their roles, identify any developmental needs and receive feedback on their performance. The recruitment procedure for staff is robust. We examined pre-employment checks for three practitioners and found all information to determine staff suitability was in place.

Partnership with parents is effective and there is an open door policy. Events such as 'stay and play' provide families with opportunities to develop relationships with staff and are held throughout the year to promote parent participation. Service questionnaires indicate a high level of satisfaction and the five parents we spoke to were very complimentary about the standard of care provided and the good progress their children are making. Effective systems are in place to identify the needs and preferences of children. Parents provide the person in charge with all necessary information on enrolment. Staff provide feedback to parents about their child's time at the service at the end of the session and share live

updates and photographs throughout the day electronically via their secure Iconnect system.

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

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

None

### **5.2 Recommendations for improvement**

- Ensure incident, accident and pre-existing injury forms are fully completed;
- review systems for assessing risk to ensure all emerging risks are routinely identified;
- continue to develop the outdoor area to reflect play and learning opportunities available to children indoors;
- extend the range of resources to promote Welsh language, multiculturalism and diversity; and
- update relevant paperwork to reflect up to date contact details for CIW.

## **6. How we undertook this inspection**

This was a full unannounced inspection of the service. Two inspectors undertook an inspection lasting approximately 7.5 hours. The methodologies used to inspect were:

- observation of the children's engagement and the care being provided by the staff;
- discussion with the RI/ PiC and staff;
- discussion with five parents;
- examination of information held by CIW;
- consideration of a wide range of daily records including children's records, accident, incident records, staff files, registers, risk assessments, policies and procedures;
- a visual inspection of the environment; and
- feedback delivered to the RI/PiC via telephone on the 3 December 2019.

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

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

## 7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Fiona Williams
Person in charge	Fiona Williams
Registered maximum number of places	36
Age range of children	Birth to 5 years
Opening hours	&.30am – 6.00pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	Post registration inspection
Dates of this inspection visit	2 December 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 More 'Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: None	

Date Published 29/01/2020