



Childcare Inspection Report on

Acorns House (Park Grove)

Acorns Nurseries Ltd
3-7
Park Grove
Cardiff
CF10 3BJ



Date Inspection Completed

17/01/2020

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Description of the service

Acorns House (Park Grove) is registered with Care Inspectorate Wales (CIW) to provide care for up to 147 children aged from 0 to 12 and currently care for children up to the age of five. The nursery is one of eleven nurseries owned by Acorns Nurseries Limited. There is a Person in Charge (PiC) who manages the nursery on a day to day basis and a Responsible Individual (RI) who acts on behalf of the company. The nursery is located in the centre of Cardiff and is open from 7.30am to 6.00pm, Monday to Friday. Care is provided through the English language with the use of incidental Welsh.

Summary

1. Overall assessment

This was a focused inspection. In this report we have only commented on children's well-being and other areas relevant to the issues raised with us. We found that most children are happy, content and engaged in age appropriate play and learning opportunities. Practitioners build good relationships with the children and are well deployed throughout the building to ensure that they keep children safe and can promote their play and development.

2. Improvements

No recommendations were made at the previous inspection in November 2019.

3. Requirements and recommendations

The service is meeting their regulatory responsibilities. No areas of non-compliance were identified at this inspection. We made one recommendation in relation to updating a risk assessment for the hall environment. This is discussed in the body of the report and listed in section five.

1. Well-being

Summary

Children have a very strong voice at the service. Most children feel safe and secure and are able to build positive relationships with their carers and their peers. Children are engaged and enjoy and benefit from in the play and learning opportunities open to them. Children are encouraged to develop their independence skills in line with their age and stage of development.

Our findings

All children make choices about their play. Most children select the resources they wish to play with and follow their interests. For example, an exploration of ice activity had been set up for the babies but they had little interest in exploring this. However, when they discovered the musical instruments they were very happy and played with them for a good period of time. Other babies explored their environment playing with sensory toys, whilst some chose to sleep or cuddle with a practitioner known to them.

Most children are settled and daily routines are followed to help promote a sense of security and confidence within the children. We saw that babies were held and fed their bottle by their carer. We saw good eye contact during these times with practitioners talking to babies in calm quiet tones to soothe them. Children who were new to the service were settled and we saw that children who had recently transitioned into new base rooms were happy and engaged in their play.

Children are contented and form good relationships with their carers. Older children form friendships and are able to follow instructions from practitioners well. We saw children happily chatting together over breakfast, clearly enjoying and learning from this social experience. Children are learning to share toys and be considerate of others. Practitioners support children to learn these skills and we saw them encourage children to say 'please' and 'thankyou' and the atmosphere within the nursery was calm, ordered and positive.

Children really enjoy their play choices and engage very well in the play and learning opportunities within the nursery and enjoy going out and about within the community. We saw babies enjoyed being read a story, whilst others loved making sounds with the musical instruments. Six of the older babies were taken for a walk by three members of staff and the babies were happy and relaxed upon their return, most having fallen asleep whilst out.

Children have lots of opportunities to become increasingly independent in line with their age and stage of development. For example, they manage their food and washing of hands with increasing levels of success, receiving good levels of support when needed. They confidently help themselves to their resources and find what they want to play with.

2. Care and Development

Summary

This was a focused inspection, we have not considered this theme (in full), therefore, we have not issued or revised any ratings awarded previously.

We did observe that staffing ratios were appropriately maintained and at some points during the day, exceeded National Minimum Standards (NMS) requirements. We observed that practitioners were appropriately deployed in order to meet the needs of the children. During discussions with managers and practitioners it was evident that required ratios for each age group of children is well understood and daily records demonstrate that good staffing levels are maintained.

3. Environment

Summary

This was a focused inspection, we have not considered this theme (in full), therefore, we have not issued or revised any ratings awarded previously.

We did observe that the building is safe and very well maintained, extremely child focused and resources are of a very high standard. We noted that risk assessments are in place and implemented by practitioners. We saw that the entrance to the downstairs hallway was clutter free although pushchairs are sometimes stored in an adjacent hallway on a temporary basis. The PIC explained that the risk assessment for this area would be updated as she had reviewed these procedures so that there were no obstructions within this area.

4. Leadership and Management

Summary

This was a focused inspection, we have not considered this theme (in full), therefore, we have not issued or revised any ratings awarded previously.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Update risk assessment for hallways and storage of pushchairs and implement new procedures.

6. How we undertook this inspection

This was an unannounced focused inspection to consider a concern raised with CIW. It was undertaken by two inspectors and was conducted over a half-day session. Evidence for the information held within this report was gathered via:

- Discussion with the Responsible Individual, persons in charge and practitioners;
- observations of care practices, interactions between the practitioners and children and of the activities undertaken;
- a visual check of the premises;
- looking at some daily records including room registers, children and practitioners registers and risk assessments;
- reading documentation held by CIW and
- feedback to the PIC at the end of the visit.

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	Cherie Wilson Peter Reynolds
Person in charge	Christine Sheldon
Registered maximum number of places	147
Age range of children	0-5 years
Opening hours	7.30am to 6.00pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	06 and 7 November 2019
Dates of this inspection visit	17 January 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?	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.
Additional Information: None	

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