



Childcare Inspection Report on

St Aubin Victoria Park (Baby St Aubin)

**16 Victoria Park Road East
Cardiff
CF5 1EG**



Date Inspection Completed

10/03/2020

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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

St Aubin Victoria Park (Baby St Aubin) is located in a town house in the Canton area of Cardiff. St Aubin Nurseries Limited is registered to provide the service. Susan Shepherd-Evans is the nominated Responsible Individual on behalf of the limited company and Sarah Hughes is the Person in Charge on a day to day basis. An area manager also supports the nursery and the Person in Charge. The nursery offers 30 places for children aged from birth to approximately two years of age. This nursery is one of a group of child care services operated by the limited company. The service is offered through the English language.

Summary

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

1. Overall assessment

Children's well being is at the heart of the service, they are happy, settled and thoroughly enjoy attending. They benefit from a good range of activities to support their all round development. Children have formed strong relationships with staff who know them well. Care staff are well qualified and enthusiastic. The environment is clean, bright and well resourced. Leadership is very effective and exceeds the requirements of the Child Minding and Day Care Wales Regulations (2010) and National Minimum Standards.

2. Improvements

All Recommendations from the previous inspection have been met:

- Activity planning now supports care staff to deliver activities which meet the next steps in play and learning for individual children and children have a stronger voice in the activity planning process
- Risk assessments are specific to the premises
- The back playroom has been further developed
- Children's attendance registers include the full name of each child

- The Quality of Care report includes an action plan intended to develop the service for the following 12 months.

3. Requirements and recommendations

We did not identify any areas of non compliance during this inspection. We made good practice recommendations which are summarised in section 5.

1. Well-being

Excellent

Summary

Children have excellent opportunities to express their wishes and make choices. They can be extremely confident that they will be listened to. Children are very happy and they have excellent opportunities to develop their individual skills through exciting and stimulating child led activities. Positive relationships are developing between children and their social skills are evolving in line with their age and stage of development.

Our findings

Children have a strong voice at the service. They are easily able to express their preferences and they are responded to meaningfully by care staff. Children are able to lead their play and decide on what activities they want to play with. For example, when the children moved to another playroom after snack, one child wanted to remain and continue their play with the train track; they joined their friends when they were ready. Children choose whether they want to do things independently or have help. They have influence over the activities provided on a daily and weekly basis as their likes/dislikes are noted and inform planned activities for following sessions.

Children are very well settled and form strong bonds with care staff and other children. There is an effective settling in process in place which is tailored to the children and family's individual needs. A parent told us that this had been a very positive process for their child. Children arrive enthusiastically and are quick to engage in their play. They are clearly familiar with the routines of the service. For example, we saw them tidying up and preparing for their daily walk to the park with ease. Children are happy and relaxed and approach care staff spontaneously for cuddles or to engage them in their play. We saw children proudly make a meal of pasta in the home corner for care staff and reading books with them. Children confidently access all play areas.

Children interact appropriately and in line with their age and stage of development. They are learning to share and take turns. Children of all ages form friendships, play together well and showing thought for others. For example, we saw one child gently stroke a younger child's hair and give them a cuddle, and another help their friend put on a hat when getting ready to go out for their walk.

Children enjoy their play and learning enormously. They have excellent opportunities to develop their skills through play and the daily routine. Children are enthusiastic learners and engage well in their chosen play. For example, a group of young children thoroughly enjoyed messy play with 'gloop', smiling as they squeezed the mixture in their hands, and watch it drip through their fingers.

Children are learning very good skills to develop their independence appropriate to their stage of development. Children are encouraged to wash their hands independently and put their paper towel in the bin after a nappy change, and help care staff tidy away when an activity has finished. They confidently choose activities, which supports them to develop independent thinking skills and make their own decisions.

2. Care and Development

Good

Summary

Care staff are very enthusiastic and committed to keeping children safe and healthy and have a good understanding of the service policies and procedures. Care staff are knowledgeable about child development and undertake regular training. They are responsive to children's requests and create a relaxed environment, managing children's behaviour very positively. Care staff work well together as a team to successfully promote children's play, learning and development.

Our findings

Care staff have a good working knowledge of the policies and procedures in place to keep children safe and healthy. A safeguarding policy outlines the procedures for making referrals regarding concerns for children to an appropriate agency if needed. Care staff supervise children well and implement safe hygiene procedures. For example, wiping down tables with anti bacterial cleaner before snacks and meals and wearing protective clothing during nappy changes. The service have been awarded the Gold Healthy Snack Award and are working towards the Healthy and Sustainable Pre-school scheme. Accidents and incidents are recorded appropriately, although we noted some incident forms did not record parent's comments. Accident and incident forms are audited on a monthly basis to identify whether any further action needs to be taken. Care staff undertake frequent fire drills with children and are confident regarding the evacuation procedure. Attendance registers record children's full names and times of arrival and departure. However, outings records/registers did not consistently document the time that children arrive back at the service.

Care staff have realistic expectations of children and strategies to manage children's social behaviour are age appropriate and positive. Care staff work together closely to ensure they have a consistent approach in line with the behaviour policy. We saw that there was lots of praise for positive behaviour and when reminders were needed, they were given in a calm and quiet manner. For example we heard, lots of 'well done' and gentle reminders to children to share and have 'kind hands'. Acting as good role models, care staff encourage children to be kind to each other, to help tidy up, and they sit with them at snack and meal time's snacks to promote children's social skills.

Care staff are motivated, well qualified and keen to effectively promote children's development. They communicate effectively with each other and are aware of their individual roles in delivering nurturing, responsive care. Children's personal needs are attended to promptly and they are treated with respect. Children's development is monitored and assessed in order to plan for the next steps in their learning. Activity

planning is well organised and allows care staff to add new ideas/activities based on children's interests and development. Care staff know the children well and we heard them consistently praise and encourage, which gives children confidence to extend their play and learning. Children are confident to express their needs and all attempts at communication are valued by staff. We heard limited use of the Welsh language by care staff.

3. Environment

Good

Summary

Leaders have thorough measures in place to ensure that the environment is safe and secure but still allows children to explore and take measured risks. The environment is well organised to meet the needs of a range of ages, stages of development and interests. Leaders are committed to providing a stimulating and challenging range of resources and play opportunities.

Our findings

Leaders ensure the service is secure and that no unauthorised access is allowed. All visitors to the service sign a visitor's log. Care staff undertake daily safety checks and there are thorough written risk assessments in place for all areas of the premises and specific activities. There are health and safety reminders displayed around the service, such as reminders to wash hands, emergency evacuation procedures and health and safety posters. A gas safety check has been undertaken and Public Health Wales' Infection Control Audit Tool had been completed. There is current public liability insurance in place.

Children have plenty of space and good facilities to meet their needs. The indoor space is used flexibly, with low-level tables and chairs used for eating and drinking as well as for activities. There are interesting play areas, including two sensory rooms which promote children's learning and development, and the back playroom has undergone extensive improvement to enhance children's play experiences. The outdoor environment is secure and well maintained, although it did not reflect the wide range of play experiences on offer to children inside. Facilities for nappy changing promote children's dignity and privacy and are clean and well maintained. The premises benefits from good natural light and there is space for confidential conversations between staff or with parents to take place within the building. Relevant information is displayed on a notice board in the entrance area including the registration certificate and staff photographs.

Leaders ensure that children have access to a wide range of good quality, developmentally appropriate play and learning resources. Furniture is of good quality, well maintained and is appropriate to the age of the children. Resources are easily accessible to children as they are visible and stored at their level. Real-life items and recyclable materials are used to promote environmental awareness. The service has some multicultural resources as well as those which reflect the wider society and promote equality. Leaders and care staff have appropriate systems in place to monitor the suitability and quality of resources, regularly updating them.

4. Leadership and Management

Excellent

Summary

Leaders at this service are passionate and committed to providing high quality childcare. They have thorough processes in place to ensure that care staff are supported and are fully involved in working together to provide excellent care for the children. There is a culture of continuous improvement and building strong partnerships with parents and other agencies for the benefit of the children.

Our findings

Children and parents benefit from a very well run and planned service. Leaders have a strong ethos of child-centred care that is conveyed in the statement of purpose and is evident when you speak to leaders and care staff. Leaders review and update policies regularly, ensuring that they are shared with parents in the form of a parent's handbook. Children's contracts we examined were complete and necessary parental consent was evident.

Leaders have established effective systems to evaluate their service. They complete regular self-evaluations and create a culture of continuous improvement. Leaders sets high expectations of themselves and care staff. The most recent annual review report is detailed and demonstrates that the service consults with parents, staff, children and relevant external agencies in order to review the quality of the service. Leaders evaluate the annual review report to identify any improvements/actions for the year ahead. There is a comprehensive complaints policy in place should parents want to make a complaint. No complaints have been received by the service.

Leaders manage care staff extremely well. We looked at three practitioner files and found that recruitment processes are thorough. There is an established process of staff induction, supervision and appraisal and leaders keep this under review to ensure its effectiveness. Care staff told us that they were well supported and felt that they were valued. Leaders are committed to ensuring care staff are well trained and have opportunities to keep their knowledge updated. For example, care staff have completed a range of additional training including, Rhyme and Storytelling, Challenging Behaviour and Makaton for Beginners. All care staff have undertaken training in first aid and safeguarding.

Leaders develop effective relationships with parents and care staff keep parents well informed regarding the service and their children. Comprehensive information is provided to parents when they enrol their child and information is displayed on notice boards in the entrance lobby. Care staff provide parents with verbal feedback about their child's day on

collection. Photographs and real time information such as nap times and food intake are also shared with parents throughout the day via a secure on line app. Many parents have commented positively on this practice and value the immediate feedback. For example 'I love receiving photographs throughout the day.'

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Ensure that parents comments are recorded in all incident forms
- ensure that outings logs record the time of arrival back at the service
- increase the use of incidental Welsh language, and
- continue to develop the outdoor environment to reflect the wide range of activities on offer to children indoors.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector made two visits to the service, the first of which was unannounced. As part of the inspection we;

- observed care practice
- made a visual check of the premises
- considered information available to CIW
- spoke to staff, and one parent
- looked at a range of documentation.

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	Susan Shepherd-Evans
Person in charge	Sarah Hughes
Registered maximum number of places	30
Age range of children	Birth to approximately 2 years of age
Opening hours	7:30 am to 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	20 and 24 April 2017
Dates of this inspection visit(s)	9 and 10 March 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 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: None	

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