



Childcare Inspection Report on

Dandelion Day Nursery

**Sbectrwm
Bwlch Road
Fairwater
Cardiff
CF5 3EF**



Date Inspection Completed

29/08/2019

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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

Dandelions Day Nursery is located in the Sbectrwm Community Centre in Fairwater, Cardiff. The service is registered with Care Inspectorate Wales (CIW) to provide day care for 19 children up to 12 years. The nursery cares for children between 12 months and eight years old from 7.30am until 5.30pm each weekday throughout the year. There are two registered persons, Jayne Barry and Lesley Nurse. They have appointed a person in charge to run the setting on a daily basis, as well as a deputy person in charge. This is an English language service.

Summary

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

1. Overall assessment

Children enjoy and learn from an interesting range of experiences and activities. They settle 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. The environment is safe, spacious and well-resourced and the outdoor area provides stimulating opportunities for play and learning. Children's needs are consistently well met by skilled staff who are effectively deployed. The service has a strong leadership team who provide valuable support to the staff team. Greater attention is needed to ensure regulations are met at all times.

2. Improvements

Since the last inspection the service has:

- Made the resources more accessible to children;
- improved the process of fire drills;
- reviewed the complaints procedure;
- ensured all staff have received safeguarding training and
- monitored pre-existing injuries of children.

3. Requirements and recommendations

We found the service was non-compliant with regulation 28 (2) (b) Part 2 Sch 2 (34) (I). This is because there was only one reference for a member of staff rather than the required two references.

We have not issued a non-compliance notice as the registered persons sought the second reference on the day of the inspection and anticipates receiving the check within two days.

We made good practice recommendations relating to reviewing working practices and updating information. These issues are outlined in the report and summarised at the end.

1. Well-being

Good

Summary

Children have good opportunities to develop a wide range of skills and enjoy experiences, which promote their all-round development. Children interact well and receive responsive, individual attention and are able to relax and feel safe with staff members. Plentiful resources and careful planning ensure that outcomes for children are positive.

Our findings

Children are encouraged to make their own decisions about how they spend their time and they can choose from a good range of creative opportunities. Children's self-expression is encouraged and their conversations are extended with staff showing interest and giving positive responses. Children are able to reach all the resources and make suggestions which are facilitated by staff. They put stickers on their favourite activities as a means of demonstrating their preferences. Children choose the songs and rhymes during circle time and they decide which stories they want to hear. They move around the activities with ease and are not confined to joining in with group activities if they prefer to get involved elsewhere.

Children are familiar with the routines of the service which gives them a sense of security and belonging. This is particularly evident when there are set times for group activities, such as meal times. In readiness for a snack, we saw children wash their hands and happily sit down at the table. Children's work and photographs are displayed around the building and this shows them that they are valued and gives them a sense of ownership. Children are valued as individuals and their own unique personalities are respected.

Children play well together and enjoy group activities. They cooperated to colour in and decorate the outline of a large whale and found this an interesting activity which was planned as part of the 'large animal' theme of the term. They concentrated for an extended time and negotiated colours and patterns with ease. Many children take pleasure playing with the garage and vehicles. A number of children who returned repeatedly to share the experience with friends pursued this activity with enthusiasm. We noted some children singing spontaneously when they worked, indicating their level of satisfaction and comfort. Children make supportive relationships and this is beneficial when they start school together. We saw some children holding hands as they moved around, sitting in the den together chatting, and enjoying a close friendship. Children value the attachments they have with staff who provide nurturing care, holding children closely when they wake up and are disorientated.

Children have good opportunities to develop self-help skills at meal times when they collect plates, lay the table and help themselves to drinks and food. Children told us they enjoy

making pizzas and sandwiches and it is clear they feel a sense of fulfilment after completing these tasks.

2. Care and Development

Good

Summary

Staff receive appropriate support and training to ensure they have the knowledge to keep children safe. They understand their responsibilities with regard to promoting healthy lifestyles, personal care and well-being. Expectations of children's behaviour are consistent and interactions are well managed. There are robust systems in place for monitoring children's progress.

Our findings

There is a child protection policy in place and all staff have undertaken safeguarding training. Safeguarding is discussed in staff meetings and the registered persons told us the team are vigilant and confident to identify and pass on any concerns to the appropriate authority for investigation. There is a system in place to record any existing injuries of children when they arrive at the service. The child protection policy does not include reference to the Prevent strategy which refers to the duty of all service providers to keep children safe from the dangers of extremism and radicalisation. The service has achieved the Healthy Snack plus award and the menu, which is displayed for parents, is nutritious and healthy. The service works in partnership with the café within the community centre, which prepares main meals for the service. The service has completed the Healthy Early Years Scheme award. This involves engaging children, staff and families in a healthy and active lifestyle through developing a health promoting ethos and environment. Children brush their teeth daily as part of the Designed to Smile dental hygiene initiative. Children are allocated a designated area within the baby room for sleeping. Babies have cots and older children sleep on mats on the floor. We discussed the need for a member of staff to be placed within this room to supervise children at all times.

There is a behaviour management policy in place which staff use to guide their management of interactions. Staff are consistent in their approach and provide realistic boundaries for children to follow in line with their age and stage of development. We observed staff kneeling down to children's level, maintaining eye contact and using soft tones to distract children when needed. Staff reflect on the reason for children's behaviour and plan a positive response, using praise and acknowledging children's successes and attempts to motivate them. The registered persons told us that they have very few issues of unwanted behaviour and strive to maintain a calm environment within which staff act as positive role models.

Staff are responsive to the emotional and physical needs of the children. They encourage children to express their individuality and treat them with dignity and respect. Staff sit with children during meal times and this is a sociable occasion which children enjoy. Key workers are responsible for designing individual play plans and observe children to assess their development. All staff contribute ideas for activity planning based upon children's

needs and their interests and help to identify the next steps in children's learning. The service works with children with additional learning difficulties and are careful to assess whether they are able to meet individual needs appropriately. Good partnerships are developed with health professionals who visit the service to provide support as needed.

3. Environment

Good

Summary

The environment is spacious, safe and inviting to children. The service is located within the Sbectrwm Community Centre in Fairwater alongside a number of separate services. The environment for children is totally self-contained and benefits from good quality resources. Staff make good use of the indoor and outdoor space, ensuring that health and safety considerations are rigorously followed.

Our findings

The registered persons ensure safety and security systems are implemented well. There is a reception area where visitors sign in and out and a door entry system to prevent unauthorised entry. There are registers of children's attendance, which include times of arrival and departure. The Public Health Wales infection control audit tool is used to monitor hygiene practices. Fire drills are carried out every term and include rigorous recordings of the process. The service also takes part in the fire drill held by the community centre.

Risk assessments are in place for all areas of the building and reviewed regularly with any hazards addressed at once. We saw evidence of annual gas servicing, regular checks on the electric system and public liability insurance. Accidents and incidents are suitably documented and are usually audited monthly to monitor any trends which might occur.

The registered persons ensure that the setting is well resourced, providing a safe and suitable environment for children to learn and develop. Rooms are inviting with good natural light and all facilities are suitable and well maintained. There are two base rooms which are arranged to enable children's easy movement and access to the resources promoting choice, decision making and independence. The kitchen is used for the preparation of snacks and there is a separate office for confidential conversations. The outdoor area leads from the main playroom and provides stimulating resources. The attractive community gardens form the backdrop to this area and children are able to use these facilities when they are free at the end of the day.

The registered persons ensure children have access to a good range of resources that sustain their interest. Resources are changed regularly to maintain children's interests. A good range of recycled materials are used for junk modelling and craft pursuits. We saw activities to encourage safe risk taking such as using bikes, and wooden steps are provided to offer safe challenges within a controlled environment. There is a good selection of multi-cultural toys and books. Furniture is appropriate to the age of the children with high chairs and different size chairs for younger and older children. Resources support the Foundation Phase curriculum and meet the needs and interests of the children.

4. Leadership and Management

Good

Summary

Managers have a sound vision and sense of purpose which sustains improvements and positive outcomes for children and this is shared with staff and parents. There are robust systems in place to monitor and evaluate all procedures, and partnerships are strong. Managers provide consistent support to motivated staff who are valued and who receive good developmental opportunities and supervision. Information to check the suitability of staff must be strengthened.

Our findings

Leadership is proactive and the service is managed effectively. There is a clear statement of purpose in place which provides an accurate picture of the service. The person in charge is currently absent and we noted CIW had not been informed of this change. We received this information via the notification process after the inspection. The deputy person in charge has taken on the role and is supported by the two registered persons, both of whom are experienced and qualified practitioners and are in attendance each day. The service is registered with the Information Commissioners Office (ICO) and good attention is given to protecting all personal information. There is a training plan which identifies the developmental needs of the team and all staff have completed the essential training.

There are good systems in place to monitor the quality of the provision and the registered persons are committed to improvement. The service gives out questionnaires to parents and children's views are gained via asking them to put stickers on to the activities they enjoy and through observations. The registered persons are in the process of compiling the required annual quality of care report. Information about children's views is also received via parents. We spoke to a number of parents who told us they value the service highly and have good relationships with the staff. Parents told us they are confident that their children receive good quality care with 'lovely activities which prepare them well for school'. A termly newsletter keeps parents up to date with developments along with a social media presence where photographs are posted. Parents use the times when they collect children to discuss any issues and are satisfied they can contact the service as needed. There is a complaints policy in place although no complaints have been made. The procedure requires updating to include the correct contact details for CIW and the role of CIW with regard to concerns.

Staff are deployed effectively and are clear about their responsibilities. They told us they feel well supported and have access to ongoing training to enable them to carry out their roles to a high standard. Additional learning opportunities include the United Nations Convention on the Rights of a Child, Busy Feet activity, Nutrition Standards and Foundation Phase training. Staff receive regular one to one developmental supervision and annual appraisals. We did not hear the Welsh language used during our visit although we saw a number of Welsh books available. Managers told us that staff morale and teamwork is high

on their agenda as this ultimately has a positive impact on outcomes for children. Scrutiny of staff files found one staff member with only one reference and this is a matter of non-compliance with the regulations. Apart from this, we found all the information to determine staff suitability was in place. We discussed the need for references to request information that is more detailed to ensure potential staff are appropriately recruited.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

- Sleeping babies and children to be supervised by staff in attendance in the room;
- all staff to complete Prevent training;
- timely notifications to be sent to CIW relating to any service changes;
- references to be strengthened and include information on the designation, date and contact details of the referee;
- amend the complaints procedure with up to date details of CIW and details of how CIW deal with concerns and
- increase the use of the Welsh language.

6. How we undertook this inspection

This was a full inspection which was undertaken on 29 August 2019 as part of our normal schedule of inspections. One inspector completed an unannounced visit to the service. We spent approximately six hours at the service observing children, their care and interactions. We:

- carried out observations indoors and outdoors to capture evidence of children's engagement and the care provided;
- reviewed information held by CIW;
- undertook a visual check of the environment;
- spoke to the children present, some staff present and three parents;
- looked at a range of documentation including children's records, statement of purpose, policies and procedures and planning records and
- feedback was given at the end of the second 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
Registered Person	Jayne Barry Lesley Nurse
Person in charge	Lucie Morgan
Registered maximum number of places	19
Age range of children	12 months to 8 years
Opening hours	Monday to Friday throughout the year 7.30am to 5.30pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	1 April 2017
Date of this inspection visit	29 August 2019
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 service does not provide an 'active offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of children who use, or intend to use their service. We recommend that the service provider consider 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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