



Inspection Report

Puddle Ducks (South Wales) Limited

**Puddle Ducks Nursery
Station Road Raglan
Usk
NP15 2EP**



Date Inspection Completed

18/02/2021

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About Puddle Ducks (South Wales) Limited

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Puddle Ducks (South Wales) Ltd
Registered places	150
Language of the service	English
Previous Care Inspectorate Wales inspection	9 October 2019
Is this a Flying Start 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 children who use, or intend to use their service.

Summary

Children have many opportunities to express their views and ideas and contribute to the activity planning. All children have a voice because all attempts at communication are valued. Most children participate in a wide range of stimulating activities that promote their interests and learning. They show increasing independence in their care and daily routines and thrive in response to regular praise and encouragement. As a result, children are happy and have lots of fun, and build strong attachments with staff.

The owner adopts some health and safety procedures well in response to the Covid-19 pandemic. However, some infection control measures are not consistently applied. The nursery is very spacious and security measures are thorough. Playrooms are well equipped and all have bathrooms attached to encourage children's independence. Changes made within the preschool room now provides children with more defined, cosy play spaces. However, dividing the large rooms in Ducklings and Nest has not taken place to help the children feel safe.

Leadership and management requires improvement in some areas. The owner and manager in day-to-day charge are committed to providing a quality service for children and their parents. Consequently, the owner has started to make some improvements identified during the inspection. Partnerships are strong and parents talk highly about the nursery and the care given to their children. Safeguarding does not underpin all aspects of the service but the leader is keen to improve her knowledge and have greater oversight of practices and procedures.

Well-being

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

Children are confident to share their ideas and readily make choices in their play both indoors and outdoors. All children select what they want to eat and drink at snack time and choose what toys they wish to play with. In preschool, children have excellent opportunities to express their views. For example, through the 'People's voice book', show and tell and daily evaluation meetings. Useful questioning from staff, "*What did you do today?*" and "*What did you enjoy doing today?*" encourage the children to reflect on their experiences. The children readily chat with staff and their friends while playing outside in the sand pit. They eagerly talk about their castle and moat and how they are going to make a trap door. Staff respond to all attempts at communication and give the younger children time to respond after a question.

Children build good relationships with their friends and staff and enjoy their time at nursery. We saw younger children enjoy a cwtch and sit on staff's lap at story time. They happily engage with staff during play or seek comfort when they need it. Children feel safe because settling-in sessions are managed sensitively and staff know their key children well. Most staff prepare children well for transitions throughout the day taking account of their age and stage of development. Pictures help introduce snack time for the younger children and open questions including, "*What do we need before we go outside?*" are used well for preschool children. All children are happy and have lots of fun. The youngest children in Nest 1 and Nest 2 rooms express their enjoyment with lots of bouncing and waving of hands and plenty of cheering at circle time. Outside, children had great fun making cakes in the mud kitchen. They play co-operatively with their friends, sharing equipment and working together to get more mud when they had run out.

Children develop good self-esteem through frequent praise and encouragement. A child proudly shared how they got a sticker for helping to tidy up the toys. Parents praise the 'Achievement tree' to recognise their children's accomplishments and value the daily feedback in their child's 'Splash book'. Children have good opportunities to develop their independence. The children in Ducklings room self-register and choose their cup and plate at snack time and the youngest children learn to wipe their hands and face. At lunchtime, preschool children select their cutlery, pour their own drinks and when finished scrape their plates and put it in the bowl. Children participate in a wide range of activities to support their learning. We saw children mark making in the shaving foam and make good use of outside to act out a favourite story.

Care and Development

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

Staff promote most aspects of children's health and safety well but some improvements are necessary. Health and safety policies and documents are in place but these are not always completed accurately or implemented consistently. For example, staff do not change their gloves after each nappy change or complete accident records accurately. However, some protective measures adopted by the nursery, in response to the Covid-19 pandemic are thorough. All staff wear masks in communal areas and model good hand washing with the children. Direct access to Raglan Primary School from the nursery garden enables staff to drop off and collect children from school safely.

Safeguarding does not underpin all aspects of the service. Most staff have completed child protection training and have clear knowledge of the line management process to follow. However, understanding of the Prevent Duty 2015 is not consistent. The owner and manager do not always identify safeguarding concerns or follow Wales safeguarding procedures. We have issued a priority action notice and the owner must take immediate action to address this issue.

Staff plan and support children's play and learning appropriately. They interact and engage in the children's play and most use mealtimes to chat with the children and talk about their day. Observations and assessments to monitor children's learning and development are in place. Staff review these termly to identify children's next steps and successfully plan activities to promote their ongoing learning. Preschool staff encourage the children to contribute to the activity planning and use the 'People's voice' book to record what the children want to learn and do each week.

Environment

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

The owners provides a safe environment that offers ample space both inside and outside for children to play. Security measures are rigorous with keypad entry system and closed circuit television throughout. Suitable risk assessments are in place and room leaders undertake daily safety checks of their rooms to keep children safe. Staff clean the nursery daily and follow appropriate cleaning schedules to wash the toys and equipment inside. However, the mop and bucket is not put away out of reach of the children and the cleaning of resources and large equipment outside could be more thorough.

The purpose built nursery provides large, tailored spaces with integrated bathroom facilities for each group. Following the last inspection in October 2019, changes to the layout of the very spacious preschool room now provides children with more cosy play spaces across the different areas of learning. A portable picket fence is also used to divide the room on busy days. Plans to make improvements to the large Ducklings and two Nest playrooms will benefit children in these rooms. Additional hand washing facilities for children to use outside, promotes regular hand washing. All children have named coat pegs for their personal belongings and their work displayed around the nursery helps them to feel special and a valued member of the nursery.

The owner ensures there are plenty of resources in place both inside and outside. All rooms have suitable equipment and child-sized furniture and separate sleep rooms for younger children to sleep comfortably.

Leadership and Management

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

The owner and manager are committed to providing a quality service for children and their parents. Partnerships with parents and the local community are strong. Parents talk very highly of the manager and staff team and praise the support, kindness and care given to their children. Overall, policies, procedures and the statement of purpose provide useful information for parents.

Arrangements to monitor and evaluate all aspects of the service are in place but require improvement. The owner is increasing her involvement in the nursery to have greater oversight but current measures to identify and address priorities for improvement are not robust. Whilst the owner is starting to make some improvements not all recommendations raised at the last inspection in October 2019 have been addressed. Children contribute to the self-evaluation process well. Staff note children's responses in the daily evaluation meetings and review these in their group room weekly chats to help inform practice and activity planning.

The management of staff is adequate. The committed and experienced staff work well together in their teams and expressed they love their job working with the children. Regular one to one staff supervision, team meetings and annual appraisals are inconsistent. Consequently, staff and the manager do not have effective targets for improvement.

Recommendations to meet with the National Minimum Standards

R1. Ensure happy changing practices follow infection control guidance, particularly changing gloves in between nappy changes.

R2. Improve knowledge of Wales safeguarding procedures and the Prevent Duty.

R3. Improve the quality of accident recording.

R4. Ensure regular one-to-one supervision and appraisals with staff and management take place routinely to support, encourage and identify targets and promote a two-way exchange of information.

R5. Review use of space in both Nest and Ducklings rooms so that they are more effectively used to support and encourage children's play and learning.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

The provider failed to implement the safeguarding policy and make a prompt referral to the local authority following allegations made regarding the treatment of children.	Regulation 22 (1) (b)
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We found poor outcomes for people, and / or risk to people's wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

Areas where improvement is required

None	
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