



Childcare Inspection Report on

Morris Mouse Day Nursery Ltd

**Slate Street
Morrison
Swansea
SA6 8AA**



Date Inspection Completed

06/02/2020

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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

Morris Mouse Day Nursery Ltd registered with Care Inspectorate Wales (CIW) in November 2006 to provide care for a maximum of 80 children up to the age of 12. They operate between the hours of 7am to 7pm, Monday to Friday throughout the year. The nursery has sole use of a large building in the Morryston area of Swansea. The responsible individuals are Sandra James and Cheryl Rhead and the person in charge is Jacqueline Hutin. The services operates in English with Welsh introduced through focused activities and incidental use.

Summary

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

1. Overall assessment

The children at Morris Mouse Day Nursery have a good voice. They are able to make choices and decisions about things they do at the nursery. Children's interactions with each other and the staff are age appropriate. They enjoy their time at nursery and make good progress. The environment is safe, bright, very spacious and well maintained with a good range of appropriate equipment and resources. Staff are well qualified, calm and caring and support the children effectively in their play and learning. Leadership is generally very good and the responsible individuals are very responsive to considering recommendations to develop their service.

2. Improvements

We did not note any improvements made since the last inspection.

3. Requirements and recommendations

We have made some recommendations to the leaders in relation to planning, policies and procedures, record keeping, appraisals and supervisions and the quality of care report. The recommendations are detailed at the back of the report.

1. Well-being

Good

Summary

Children have a good voice at this service. They are secure and happy and outcomes for them are good. They enjoy their time at the nursery and have many opportunities to take part in a variety of play and learning activities. They interact well with each other and make good progress through the range of experiences provided for them.

Our findings

Children are very confident to speak and communicate. They are able to make choices and decisions about things they want to do although the routines of the day and the organisation of the environment sometimes had an impact on these. Since our visit, the responsible individuals have told us that they have significantly re-organised their environment which means that routines are more relaxed and children have more choice about when they move on to new activities.

Children are very well settled at the nursery and have formed positive attachments with each other and the staff. Children of all ages are very confident, showing they feel safe and valued. Young children were happy to show us what they were doing and talk about the pictures they were painting. Older children in the after school club chatted unreservedly with us and involved us in the Lego building activity they were highly engaged in.

Children's interactions with each other are age appropriate. With support, younger children were able to resolve minor disputes, showing they are learning to manage their own feelings and behaviour. Older children played cooperatively together, chatting companionably and helping each other find the pieces they needed for their individual building projects.

Overall, children thoroughly enjoy their play and learning and join in well with both adult led and child initiated activities. We saw younger children take part enthusiastically in an action song session although one or two who were less interested were able to choose to watch or do something else. With support, they sustained their interest and concentration for an extended period in self-chosen table top activities such as exploring the contents of a sensory box, drawing or mark making with paint dabbers.

Children have very good opportunities to develop skills and learn because of the range of activities on offer to them. Younger children have some opportunities to develop independence and self-help skills as they are supported to do things such as wash and dry their own hands and put the paper towels in the correct bin or pour their own drinks at snack time. Older children access the toilets independently and manage their own snacks and drinks. Overall, children are developing and learning well at this service.

2. Care and Development

Good

Summary

Overall, staff follow good procedures to keep children safe and to promote a healthy life style. They manage children's interactions and behaviour calmly and sensitively providing a caring and supportive environment for children to play and learn in. Staff plan and provide good opportunities for children to take part in fun and interesting activities that support all areas of their development and learning.

Our findings

Staff have a clear understanding of their roles and responsibilities to keep children safe and healthy. Leaders and staff are confident in their knowledge of most aspects of child protection and know what they would need to do if they had concerns about a child. However, they were not clear about the procedures they would follow if there were an allegation made against a member of staff or one of the responsible individuals. The child protection policy also needed updating in relation to this. Since the inspection, the responsible individuals have provided CIW with a revised child protection policy that includes these procedures. Leaders ensure they meet the requirements for first aid trained staff. Staff ensure accident, incident and medication forms are appropriately completed and shared with parents and there are systems in place to track these records in order to monitor any patterns or trends. Staff follow very good hygiene procedures in relation to nappy changing and personal hygiene for themselves and children. The systems around food preparation and the management of allergies are a particular strength. Leaders and staff promote healthy eating through their varied menus for meals and snacks and offer children regular opportunities to practise brushing their teeth.

Staff manage children's interactions in a positive way. They manage minor disputes calmly and sensitively and use techniques such as distraction and praise. We saw a member of staff help two younger children compromise over how many paint dabbers they needed to have each so that they were able to share and take turns with them. Staff are good role models for children of all ages as they talk respectfully to them and each other. They encourage good manners as they model saying please and thank you at appropriate times.

Staff support children well both in their self-chosen activities and in adult-led activities. They consistently engage with children, encouraging them to persevere or to join in. We saw staff enthusiastically lead and support a lovely action song session that promoted physical development as children ran, walked and crawled as well as enabling them to explore concepts of fast, slow, stop, start. Staff plan activities and provide experiences that promote all areas of children's development and learning including the development of the Welsh language. They complete observations and development tracking documents for each child. However, they do not use the tracking information to inform their activity planning although they complete individual plans for children who may need extra support.

3. Environment

Good

Summary

The nursery runs from a large building that is solely for their use. It is secure, warm and well maintained providing a safe and welcoming place for children to play and develop. Children have access to a wide range of good quality resources and equipment. Outdoor space is limited but leaders told us they have plans to develop this area and they make use of their local facilities to provide children with experiences outside of the nursery.

Our findings

Leaders have good systems in place to ensure children's safety. There is a secure entry system and staff generally record visitors to the nursery. The environment is very clean and well maintained and staff ensure that areas remain clean and clutter free during the nursery day. Staff carry out daily checks and record maintenance issues that leaders address quickly. Kitchen records are detailed and very well maintained. Risk assessments are in place for all areas of the nursery that detail clear control measures for identified hazards. Appropriate car seats are used when transporting children to and from school. First aid kits are available on the premises although they are not carried in cars. Fire safety equipment is maintained and fire evacuation drills are carried out every six months. Leaders record the outcomes and take action if necessary.

The premises are large and offer a range of play spaces for children to play in. Each area or room is well equipped and offers different experiences for the children. The children who attend after school or in the holidays have their own room and toilet facilities. There is plenty of space for children to move around within each room or area. However, the organisation of the environment during our visit sometimes had an impact on younger children's ability to choose independently where they wanted to play or how long they wanted to do something. Since our visit, leaders have told us that they have re-thought the way they use the available space. They also confirmed that they have reflected these changes in their paperwork and risk assessments as necessary. We did not see the outdoor area in use or set up, as the weather was unsuitable.

Leaders ensure that children have access to a very good range of resources and equipment including large play equipment and ride on toys that children can use in the large hall. This helps to promote their balance, co-ordination and overall physical development when outdoor play is limited or not available. Toys and equipment are age appropriate, of good quality, clean and well maintained.

4. Leadership and Management

Good

Summary

Overall, leaders manage the service effectively and have mostly good systems in place to ensure it operates in line with regulations and national minimum standards. They reflect on improvements they would like to make. Leaders support staff well and develop good relationships with parents and local schools.

Our findings

Leaders have developed a good range of policies and procedure that generally support the smooth and safe running of the nursery although some need updating in order to reflect fully the current service. The statement of purpose is an accurate reflection of the service and parents have access to all relevant information through it and information on display boards in the entrance foyer. Staff record the times when they arrive at the nursery but do not consistently sign out at the end of the day or out and back in when they have gone on school runs or breaks. Leaders do not monitor this effectively and therefore do not always have accurate records of when staff are in the building or who has been with the children. Children's registers showed that children were present but did not record the specific times they were in the nursery as is required by regulations. During our visit, the responsible individuals amended the register documentation so that staff can now record the specific times that children arrive and leave. Leaders are committed to providing a quality service and have been responsive to recommendations.

Leaders ask parents each year for their views on the service they provide. They compile the responses they receive and if they have taken any action as a result. They do not ask children for their views. They take account of staff views informally through discussions and staff meetings. The responsible individuals told us they would like to develop the outdoor area. They have applied for a grant to help with this. They also told us that they had recently been considering the impact of their routines on children. However, the quality of care report is not reflective of these views and ideas and does not lead to an action plan of things they would like to improve.

Leaders ensure that they maintain required ratios of staff to children. For a short time during our visit, staff deployment was not fully effective but leaders have addressed this with the changes they have made to the organisation of the environment since the inspection. There are effective procedures in place in relation to recruitment and induction and leaders have developed a matrix to keep track of when essential checks and training need renewing. Well organised staff records are in place that contain all of the required information. There is a very effective system of supervision and appraisal for nearly all staff and points raised that are relevant to everyone are followed up at staff meetings. All the staff we spoke with said they enjoy working at the service and feel well supported. There are a number of long serving members of staff.

Leaders and staff develop strong partnerships with parents. Comments on parent questionnaires we have received are very positive and indicate that parents are very happy with the service. The nursery also develops good links with local schools and when necessary are very proactive at supporting children to move between nursery and school.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommend that the responsible individuals should:

- ensure all staff know and understand the procedures to be followed in the event of an allegation being made against a member of staff or against one of the responsible individuals;
- consider how they can use the information from tracking children's progress to inform their planning of activities and experiences;
- update all policies and procedures to ensure they fully reflect the current service;
- consider carrying a first aid kit in the cars used for transporting children;
- ensure and monitor that they consistently record the times when staff are caring for children and when they enter and leave the nursery;
- ensure appraisal and supervision meetings are carried out for all staff; and
- develop the quality of care report to include the views of children and staff and to be more reflective so that it informs their development plans of things they want to improve.

6. How we undertook this inspection

One inspector undertook this full, unannounced inspection on 6 February 2020 as part of the scheduled programme of inspections. We were at the service for approximately eight and a half hours. As part of the inspection we:

- considered information held, or received by, CIW;
- made general observations of the interactions between the staff and the children attending the service on that day;
- spoke to staff and leaders, including both responsible individuals;
- spoke to children who attended the service that day;
- spoke to two parents;
- viewed records and document including: attendance records for children and staff, children's contracts, staff records, policies and procedures, accident, incident and medication records, the statement of purpose, the quality of care report;
- performed a visual inspection of the nursery premises;
- provided questionnaires for parent and staff to complete if they wished; and
- gave feedback on the day and by phone on 14 February 2020.

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	Cheryl Rhead Sandra James
Person in charge	Jacqueline Hutin
Registered maximum number of places	80
Age range of children	0-12 years
Opening hours	7am-7pm, Monday to Friday throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	10 May 2017
Dates of this inspection visit(s)	06 February 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:	

Date Published 28/07/2020