



Childcare Inspection Report on

Little Stars (Deeside) Ltd

**Little Stars (Deeside) Ltd
Unit 69
Third Avenue
Deeside
CH5 2LA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



Date Inspection Completed

31/10/2019

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Description of the service

Little Stars (Deeside) Ltd is registered to provide care for up to children 75 children from 3 months to 12 years. The responsible individual (RI) is Ellen Lloyd-Wilson who is also the person in charge. She is supported with the day to day management of the service by two other persons in charge. The service is located within the Deeside Industrial Estate and care is provided from 07:30 – 18:00 Monday to Friday throughout the year except for bank holidays. This service provides Flying Start and Early Years Entitlement funded places for eligible children. English is the language used with Welsh introduced as part of the daily routine and the service is working towards providing the Welsh Language ‘Active Offer’.

Summary

1. Overall assessment

This was a focussed inspection where we inspected the wellbeing of children and only some elements of the themes of Care and Development, Environment and Leadership and Management.

Children have a voice and make choices confidently. They are happy, enjoy activities and are learning to be independent. Children are cared for by capable practitioners who provide ample productive activities for them. The environment is safe and leaders are very organised. However, they need to ensure consistency in communicating with CIW and parents.

2. Improvements since the previous inspection, 21 May 2019

Practitioners have received refresher Design to Smile training enabling a consistent approach to dental hygiene.

3. Requirements and recommendations

We informed the RI that they were non-compliant with regulation 31 (and Schedule 4). This was because they had not informed CIW of a significant event. We did not issue a non-compliance notice as we did not find evidence, on this occasion, that this had an impact on the wellbeing of children. The matter must be addressed.

We made two recommendations in relation to records and communicating with parents. These are found in section 5 of this report.

1. Well-being

Summary

Children's well-being is promoted as they have a strong voice and feel safe and happy with practitioners. They are confident learners and are developing skills to enable them to become independent.

Our findings

Children expressed themselves well, especially in the pre-school room. They were happy to relate their experiences in relation to their dressing up and Halloween costumes. Children were settled and happy to leave their parents. They were confident to play with the practitioners, for example, outside, playing with grass and mud in an adult led activity, and they co-operated well when asked to tidy toys away. Children interacted well, playing alongside each other as they rode on bikes and playing with building blocks. They enjoyed their play and learning as they were provided with natural materials in the outdoor pod and played confidently and enthusiastically with hoops. Children benefitted from outdoor play and thoroughly enjoyed the many areas including balancing on benches and tyres and playing in sand and water.

2. Care and Development

Summary

Practitioners keep children safe and healthy by adhering to the policies and procedures of the service.

Our findings

Practitioners ensured they implemented the service's policies and procedures. We inspected the staffing ratio policy, and found that practitioners were adhering to this by ensuring children were supervised sufficiently in all areas. For example, 15 minutes after the nursery opened there were at least two practitioners in each room to welcome children and parents / guardians. All practitioners had completed appropriate First Aid training and records evidenced that accidents were dealt with appropriately, reflecting the emergency and accident policy. Parents had signed all except one accident record. It is expected practice for parents to sign all accident records to ensure that they are aware of what action practitioners have taken when an accident or incident has happened to their child. In accordance with the safety policy practitioners had followed and signed the safety checklist in their respective rooms. They continued to be aware of safety as practitioners reminded children to take care on their way outside to play to prevent them stumbling. This was because children had dressed in Halloween costumes.

As this was a focussed inspection we did not inspect the whole of this theme and focussed on how well practitioners keep children safe.

3. Environment

Summary

Leaders ensure the environment is secure and safe.

Our findings

Leaders ensured the premises were secure with a locked entrance and requested identification upon our arrival. A detailed record was kept of all visitors ensuring there was no unauthorised access. We found the premises to be safe, and no hazards were identified. For example, daily safety checklists had been completed and included practitioners' signatures, which ensured safety was considered. There were comprehensive written risk assessments, on all areas of the premises, which had been reviewed recently. Practitioners have signed to evidence that they have read these documents and are aware of any possible hazards and how to minimise risks. A further risk assessment had been conducted in the yellow room, which addressed all identified risks.

As this was a focussed inspection we did not inspect the whole of this theme and focussed on how well leaders ensure the safety of the environment.

4. Leadership and Management

Summary

Leaders are knowledgeable and strive to provide a quality service. Practitioners are deployed well and leaders ensure they have sufficient support and resources. However, leaders need to ensure consistency in some areas. Partnerships with parents are generally good.

Our findings

Leadership is effective, with the responsible individual, being present most days along with two persons in charge. Leaders have appropriate arrangements in place and additional practitioners are available to cover lunch breaks and absences. Capable team leaders are employed, some of whom act as deputies if the persons in charge are absent. Persons in charge and the deputies are not included in child: adult ratios. This enables them to attend to miscellaneous tasks such as answering the door to parents and visitors, whilst practitioners give their attention to caring for the children. Registers evidenced that there are always two practitioners present in each room from 7.30 am onwards and this was confirmed by observation and discussion with practitioners. These arrangements ensure that the recommended numbers of practitioners and leaders often exceed the ratios within the National Minimum Standards for Regulated Child Care.

Policies and procedures have been reviewed and updated recently and practitioners have signed to confirm they have read them. Leaders had informed CIW of changes in staffing, however, they had not informed CIW of a recent incident, that should have been shared as a significant event in accordance with regulations and had not sufficiently followed up the progress of a child after a recent accident. All concerns had been dealt with in accordance with their complaint policy and had been resolved within the 14 days outlined in the policy.

Partnerships with parents are generally good. Parents and carers arriving with their children took them into their room where they could speak to their child's main carer or the room team leader. Appropriate measures are in place to ensure children have a good smooth transition between rooms. Parents sign a transition sheet, which explains the differences in procedures between rooms, such as not having daily diaries for the older children. Parents have opportunities to be involved with events, for example, engaging with Halloween celebrations by entering a pumpkin carving competition. Many had contributed to an attractive display in the main foyer where there were also many thank you cards and gifts.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

We recommended that leaders consider the following:

- To ensure that all accident records are signed by parents, and to implement a system of obtaining parents' signatures if this is not undertaken on the day, and
- ensure that they communicate appropriately and in a timely manner with parents.

6. How we undertook this inspection

This was a focussed, unannounced inspection undertaken as a result of a concern. One inspector visited the service on 31 October 2019 from 07.45 – 11.00 am.

We:

- Inspected a sample of documents;
- observed practices and completed observations to capture evidence of children's engagement and the care being provided by practitioners;
- spoke to the children and practitioners;
- inspected the yellow room and the outdoor area and
- reported our findings to the responsible individual and one of the persons in charge.

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	Ellen Lloyd-Wilson
Person in charge	Kelly Davies Rebecca Medenica Ellen Lloyd-Wilson
Registered maximum number of places	75
Age range of children	3 months – 12 years
Opening hours	Monday to Friday 7.30 – 18.00 excluding bank holidays
Operating Language of the service	Both English and Welsh
Date of previous Care Inspectorate Wales inspection	21 May 2019
Dates of this inspection visit	31 October 2019
Is this a Flying Start service?	Yes
Is early years education for three and four year olds provided at the service?	Yes
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language as it demonstrates a significant effort to promoting the use of the Welsh language.
Additional Information:	

Date Published 02/01/2020

No noncompliance records found in Open status.