



Childcare Inspection Report on

Singleton Day Nursery

**45 De La Beche Road
Sketty
Swansea
SA2 9EA**



Date Inspection Completed

28/11/2019

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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

Singleton Day Nursery is a longstanding service and was registered at the current address in 2009. The service can care for up to 118 children. The responsible individual for School House Daycare Limited, which owns the nursery, is Amanda Bennett and the person in charge on a day-to-day basis is Sian Davies. The service is open between 7am and 7pm, Monday to Friday and closed on Christmas Day, Boxing Day, New Year's Day and Easter Monday. Care is provided for children between 0-12 years of age through the English language, with some Welsh used by some members of staff.

Summary

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

1. Overall assessment

Children who attend Singleton Day Nursery are happy, develop strong bonds with others and are stimulated by their play and learning. Their well-being is therefore very good. Staff are warm, competent and capably meet children's needs. The environment is good as children are cared for in a safe, clean and well-resourced nursery although the heating system needs some adjustments. The service is well-run; leaders have developed good systems and procedures to ensure that it runs smoothly and the standard of provision is high. However, some improvements are needed.

2. Improvements

Leaders have secured a grant to develop the outdoor area.

3. Requirements and recommendations

We made some recommendations in relation to care and development, the environment and leadership and management. These are detailed at the back of the report.

1. Well-being

GOOD

Summary

Children are confident communicators as their wants, moods and needs are considered. They interact positively with others and build firm relationships. Children have a strong voice at this service. They enjoy their play and learning and benefit from participating in a range of interesting and fun activities that enable them to develop. This means that they are happy, engaged and make good progress.

Our findings

Children speak or express themselves well as they receive a consistent response. Children are confident to express themselves. For example, a child wanted to wash hands with a certain group of children and was allowed to do so. Older children in the babies have a choice of doidy cups or beakers and children of all ages express themselves well when deciding which cup they would like to use. Children have a strong voice. For example, they had a choice of cereal, which they were able to choose for themselves and older children chose the colour of their bowl. Generally, children are able to choose what songs they would like to sing and sang enthusiastically.

Children have good bonds with the staff and are very settled at the service. Interactions between children and adults are positive. Most children co-operate very well and they are interested and engaged. During circle time, most older children expressed themselves extremely well. For example, one child was very happy as she had celebrated her birthday and was excited to attend school for the first time. Children help to tidy up and respond well to praise. For example, during outdoor play, most children tidy up mainly through the medium of English but some also used the Welsh language and smiled excitedly as they were praised for their efforts.

Children are active and express enthusiasm and enjoyment. They have a sense of belonging, form relationships and are familiar with routines. Children have developed good bonds with staff and other children. Children discuss holidays with staff, are excited to be able to express themselves and excited that they are listened to. Children welcome friends as they arrive and invite them to sit by them.

Children are polite and many use good manners. Children treat each other with respect and say thank you for their knife and fork without being prompted.

Children make good progress as they experience a variety of developmentally appropriate opportunities that promote their all-round development. They are becoming independent as they are able to do some things for themselves. For instance, children independently eat their food and after meal times all children are encouraged to independently wipe their faces with individual facecloths and most do so successfully. Children also clear their plates

and place them in the waste container. Children had lots of opportunities to be physically active; each room had an age appropriate outdoor area and children were offered plenty of opportunities to play outdoors.

2. Care and Development

GOOD

Summary

Care and development is good as staff are warm, attentive to children's needs and follow policies and procedures to keep children safe and healthy. They generally plan a range of stimulating activities to support children's progress and to ensure they are kept busy and engaged.

Our findings

Staff understand and implement policies and procedures to promote healthy lifestyles, physical activities, personal safety and well-being. Children's needs are attended to and there are suitable procedures in place for children with allergies.

Safeguarding is prioritised and all practitioners understand their responsibilities to protect children. Staff have regular training and are confident in child protection procedures when they relate to disclosures made by children. The person in charge circulates all rooms each morning in order to confirm children's numbers and to check that ratios are correct. Leaders ensure that staff conduct regular and effective fire and lockdown drills. Accident records were also appropriately completed and parents had been asked to sign to acknowledge them. Leaders performed monthly audits of the accidents to review potential safety risks that could be identified.

Most staff implement appropriate cleaning and hygiene practices with children and whilst nappy changing. Staff have a very effective system in place to ensure the hygiene of dummies. However, some staff are not always consistent in washing their own hands. Staff change children's nappies very regularly throughout the day and keep detailed records.

Leaders ensure that children benefitted from a varied, home cooked and nutritious diet with lots of fruit and vegetables. Staff understand the Welsh Government's best practice guidance, Food and Nutrition for childcare settings, and they are actively promoting children's health by ensuring that children remain active and hydrated.

Nearly all staff understand the behaviour management policy and consistently implement positive behaviour management strategies. For example, staff reminded children about using kind hands in plenty of time before a situation had developed. A key worker system is in place and key workers monitor their allocated children. The key worker allocated activity time proved effective in the baby area.

Nearly all staff are committed to providing a broad range of play and learning activities. However, the planning of activities and identification of next steps need to be developed further in order to provide more continuity. Staff recognise when children may have additional needs, take appropriate action and make use of the support services. Staff seek to develop children's Welsh vocabulary and understanding. For example, during circle time the staff sang Welsh and English songs although some staff were not confident of the Welsh words.

Staff are responsive, they listen to and respect children's views. Staff sit alongside children at mealtimes and converse with them. Overall interactions are positive, demonstrating warmth and kindness.

3. Environment

GOOD

Summary

Leaders are largely effective in ensuring the environment, its resources and equipment are safe, secure and in good condition. Children benefit from a good range of toys, resources and equipment. However, the continuous provision in the toddler area would benefit from some improvement.

Our findings

Leaders ensure that the environment is safe, secure, and well maintained indoors and outdoors. The premises are welcoming. There is an intercom system on the front entrance and parents and visitors are allowed access once a member of staff has opened the door. Leaders and staff routinely record visitors to the premises. Leaders have good, effective and accurate general and fire risk assessments, which are regularly reviewed and acted upon. For example, for treasure baskets, pregnant staff, children that have stitches/a cast. Outdoor areas are securely fenced, leaders carefully monitor the areas and have suitable risk assessments in place. Staff perform daily garden checks before taking children outdoors and record their findings. Emergency procedures are in place and shared with relevant people. Leaders ensure that maintenance work is up to date and keep organised and regular maintenance records. Leaders keep a record of the temperature. However, the heating timer needed adjusting in order to ensure that the room temperature reaches 18 degrees Celsius before children arrived on the premises.

Leaders organise the environment well so that it provides a good range of play opportunities, suitable for all the age ranges cared for and includes a well-resourced separate area for out of school care. Leaders ensure that all areas are equipped with age appropriate resources. For example, each area, including the baby area, has tables and chairs suitable for the age and stage of development. However, in the toddler area, there is room for improving the continuous provisions in order to further develop children's ability to learn through play independently. Leaders are working towards promoting the Welsh language and there are bilingual displays on walls throughout the nursery and some Welsh books.

The outdoor area provides sectioned play areas suitable for different age groups. However, the resources were limited in some areas and leaders informed us that they had recently received a grant to further develop the outdoor areas.

Leaders organise regular cleaning routines that reflect good hygiene practices. The cleaning rotas ensure good infection control practices minimise any risks to children's health and safety.

4. Leadership and Management

GOOD

Summary

Leadership and Management is good. The service is run on a day to day basis by a proactive leader who has clear vision for the service. The standard of record keeping is high. However, some improvements are needed.

Our findings

Leaders are very proactive and visible. They have a vision for the service that is shared effectively with staff members. Leaders ensure that staffing ratios are adhered to and staff sign in and out of the premises. Leaders ensure that all day to day paperwork is organised and have very effective systems in place in order to monitor and update all relevant insurances, maintenance checks, DBS checks and mandatory training.

Leaders have an up-to-date and satisfactory statement of purpose, which has recently been updated and forwarded to Care Inspectorate Wales (CIW). It reflects the service provided.

Leaders have a basic understanding of their responsibilities to promote the Welsh language. They have employed several Welsh-speaking members of staff. They are working towards some elements of the Active Offer of the Welsh language.

Leaders review the quality of care. In the main, they seek the suggestions of children, their parents/carers, practitioners and other interested partners. However, the process is not always completed in a timely manner. Leaders were in the process of writing the report during the inspection period.

Leaders follow timely and robust recruitment processes to safeguard children. They have good systems in place to update suitability checks as required. Leaders implement a good induction procedure for all practitioners.

Leaders set high expectations, they actively encourage their teams and consistently challenge poor performance. The performance management process is satisfactory and encourages practitioners to attend mandatory training. Annual appraisals are completed in a timely manner but basic supervision meetings are not always held on a regular basis with all staff members.

Leaders ensure that all communication and engagement systems with parents are good. They keep parents well informed through daily record for under two's, daily conversations, regular newsletters and e-mails. They also link the play and learning between home and service through encouraging parents to complete activities at home with the children. Leaders ensure that they engage with CIW and forward notifications in relation to any significant events.

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 leaders should:

- ensure all staff consistently follow hygiene procedures on all occasions;
- further develop the continuous provision in the toddler area;
- ensure that the rooms are always maintained at a temperature of at least 18 degrees Centigrade;
- ensure that all staff are confident in all child protection scenarios;
- complete the Quality of Care report in a timely manner;
- formalise the supervision process;
- strengthen the planning process and
- provide more resources for the outdoors areas.

6. How we undertook this inspection

Two inspectors undertook the inspection on 28 November 2019 as part of the scheduled programme of inspections. We were at the service for approximately seven hours. We also considered a concern in relation to nappy changing and cleanliness. We found that leaders and staff ensure that children are well supervised and they follow a robust nappy changing procedure. Children's independence is promoted through the regular practice of wiping hands and faces after meals.

As part of the inspection we:

- considered information held, or received, by CIW;
- performed a visual inspection of the premises both inside and outside;
- made general observations of the interactions between staff and children attending the service that day;
- undertook observations using the SOFI 2 tool;
- spoke to leaders, including the responsible individual, and staff;
- spoke with children attending the service that day;
- spoke with parents;
- provided questionnaires for parents and staff;
- viewed records kept by the service; and
- gave feedback on 4 December 2019.

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	Amanda Bennett
Person in charge	Sian Davies
Registered maximum number of places	118
Age range of children	0-12 years old
Opening hours	7.00am-7.00pm Monday – Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	27 November 2017
Dates of this inspection visit(s)	28 November 2019
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 is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.
Additional Information:	

Date Published 19/02/2020