



Childcare Inspection Report on

Britannia Day Nursery Ltd

**Caerphilly Business Park
Caerphilly
CF83 3ED**



Date Inspection Completed

14/11/2019

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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

Britannia Day Nursery Ltd provides full, part time and wrap around care for children aged from birth to eight years of age. It is located on a business park close to the centre of Caerphilly and is registered with Care Inspectorate Wales (CIW) to provide care for up to 76 children. The service operates Monday to Friday, from 7.30am until 6.00pm, all year around, with the exception of Bank Holidays. It is an English speaking service with a good level of incidental Welsh. The Responsible Individual (RI) and Person in Charge (PIC) is Cindy Baghurst.

Summary

| Theme | Rating |
|--|----------|
| <u>Well-being</u> | Good |
| <u>Care and Development</u> | Good |
| <u>Environment</u> | Adequate |
| <u>Leadership and Management</u> | Good |

1. Overall assessment

Children are confident, happy and thriving in a warm and nurturing environment. A good selection of age appropriate play and learning opportunities means children are engaged and interested in their play, and as a consequence, enjoy their time at the service. Staff are responsive, warm and respectful in their interactions with children and support their play and learning effectively. The environment is safe and provides sufficient space for children to move around freely, although we have made some recommendations in this area. There is effective leadership of the service and this ensures that the nursery runs smoothly and in line with regulations. Leaders are responsive to feedback given and keen to develop and improve the service offered to children and their parents.

2. Improvements

Leaders have acted upon recommendations made at the previous inspection in relation to care practice, records and documents.

3. Requirements and recommendations

We have made recommendations under the care and development and environment themes. There is a discussion of these recommendations in the body of the report and a brief summary in section 5.2.

1. Well-being

Good

Summary

Children are happy, settled and familiar with the routines of the setting. They enjoy their play and have good opportunities to develop their skills. They interact well with their peers and have positive relationships with staff caring for them.

Our findings

Children have a voice in the service and are confident to express themselves. They have good opportunities to make choices and decisions regarding their play. Across all age groups, we saw that children had opportunities to choose songs, follow their interests and staff responded promptly to young children's non-verbal cues. For example, when a child showed displeasure when given a particular bib an alternative bib was offered. Children explored their environment freely, selected resources of their choosing and when asked if they would like to do certain activities such as colouring, confidently made their views known.

Most children are secure, settled, and separate well from their parents. They are forming bonds of affection with staff who care for them, and establishing friendships with their peers. We saw children respond positively when cuddled and reassured and the small number of children who were unsettled for short periods, received timely support and care from staff. Children readily approached staff to engage them in informal chats and many children enjoy staff engagement in activities. Children interact well with each other and have good opportunities to develop their skills in readiness for more formal education. They are respectful to each other and resources. We witnessed children gently pick up and return resources to storage boxes, assist staff tidy away toys and heard them use good manners such as 'please' and 'thank you.' They sat appropriately at circle time and at meal times, and we saw children playing constructively together in the home corner. They showed confidence using crayons and scissors to cut paper into small pieces. At meal times, they used appropriate cutlery and during free play selected toys without assistance from staff.

Children are interested in their play and enjoy a good range of play opportunities, both inside and outdoors. They explore the environment with confidence and enjoy both solitary and group activities. For example, we observed outdoor play with children running and jumping, and using ride on equipment to promote their balance and co-ordination. Inside play was sufficiently varied and interesting. A number of children enjoyed individual play with small toys and blocks, with babies picking up, stretching and rolling balls along the floor. Older children enjoyed a dance and movement activity and some children proudly displayed their paintings following a painting activity. Children immediately settled down to play on arrival from school, with some spending time in the mathematical area, whilst others engaged in floor play

2. Care and Development

Good

Summary

Staff support children's development effectively, and plan for a good range of play and learning experiences. They understand their roles and responsibilities in relation to children's safety and promote children's social development positively.

Our findings

Staff ensure that children are cared for in a safe environment, and understand their responsibilities in keeping children safe and healthy. They are clear safeguarding systems to report and record concerns and staff are aware of their roles. There are appropriate systems to record children's specific dietary requirements and information is shared with staff. There are links with a paediatric dietician who occasionally visits to speak to children and staff use a hand puppet as an interactive tool to engage children in discussions on healthy eating. The service has a Gold Star Healthy Snack Award and in general, menus are well balanced, sufficiently varied and nutritious, although a review of dessert options would be beneficial. Staff implement consistent and appropriate hygiene practices, including wiping of tables, hand washing, and use of aprons and gloves when undertaking intimate care practice and when handling food. We observed a school run and saw safe and appropriate procedures to ensure children's welfare.

The behaviour management policy outlines appropriate strategies for staff to follow in supporting children's social development and behaviour, and practice observed during the inspection showed that staff were adhering to these strategies. For example, good manners were encouraged and staff used frequent encouragement to promote children's self-esteem and confidence. They regularly praised children for 'good sitting and listening' and a child was proud when awarded a 'Helper of the Day' sticker.

Staff support children's learning in a positive manner. They demonstrate warmth in their interactions with children, and plan for a good range of play activities to support children's development. However, we saw no differentiation in planning for older children who attend the after school club to reflect their specific areas of interest. Staff observe and assess children's development to capture their progress and plan for their next steps. At the previous inspection, recommendations in relation to rest and sleep arrangements, personal care practice, children's engagement in activities, opportunities for children to develop independence skills and planning and development records were made. These have all been actioned. During sleep times, noise levels were low to minimise disruption for resting children. Child led activities took precedence over adult led activities and activities were meaningful and safe. We heard a good amount of Welsh across the age groups, with Welsh used at circle time, at meal times, and through song. Some parents we spoke to specifically commented on their children's confidence in using the language and were pleased with the promotion of Welsh within the setting.

3. Environment

Adequate

Summary

The nursery is located on a business park with car parking spaces available. It benefits from a secure outdoor area with internal spaces sufficiently resourced and maintained to an appropriate standard. Appropriate safety checks are completed, so that the premises is safe for children.

Our findings

Leaders have established systems in place to ensure that children are cared for in a safe environment. The building is secure with appropriate measures at entrances and exits and visitors are required to sign the visitors' book, so there is a record of any persons on the premises at any given time. Risks have been identified and as far as possible minimised to ensure children's safety. Safety checks in relation to electric, water and fire have been completed and logged for reference. Fire evacuation drills take place at suitable intervals, and these records include the number of staff and children present at the time of the event.

Rooms and facilities are on the ground floor and benefit from natural light and space. The building is maintained to an appropriate standard, although a toilet handrail showed signs of rust and in the Bob Cat base room the paintwork was patchy on a small section of wall. The Lions base room is located at the front of the building next to the entrance and office. Children and parents pass through this area in order to reach other base rooms, but no impact on children's play and learning was evident during our inspection. Colourful wall displays and 'Penblwydd Hapus' boards, give children a sense of belonging and make rooms feel inviting. The after school club is located in the Tiger room and for the age range of children who currently attend, the space and furniture is appropriate. In general, resources are easily accessible to children, affording them a good degree of independence.

Leaders ensure an appropriate selection of play and learning resources are available for children in line with their stage of development. Indoor resources are of a good standard and were clean and in good working order. In some base rooms, a limited number of cultural resources were available to children, although we saw a selection of Welsh books and natural materials such as a small pumpkin and leaves that children had collected. In general, outdoor equipment is maintained to a good standard, although we noted that mud had accumulated at the base of play apparatus. Leaders told us that there is a cleaning schedule for outdoor equipment, but keeping apparatus clean is more difficult in the winter months. Children benefit from some nice outdoor equipment, including a mud kitchen, messy trays and a good sized wooden play house to enrich outdoor play experiences.

4. Leadership and Management

Good

Summary

Leaders work collaboratively to ensure that the service runs smoothly. The RI and Administrative Director have clearly defined roles within the service and there are established record keeping systems. Staff are well qualified and partnerships with parents are positive.

Our findings

Leader run the nursery effectively. There are appropriate record keeping systems, documents are easily accessible and the service is registered with the Information Commissioners Office in relation to the storage of documents. There is quarterly auditing of accident records to identify any emerging patterns. The statement of purpose provides parents with information about the service to enable them to make an informed decision about its suitability for their child. Children's records and contracts contain relevant information and evidence of parent signatures. The nursery does not provide an 'Active Offer' of the Welsh language, but the RI/PIC is a fluent Welsh speaker and a number of staff have completed the 'Road to Bilingualism' course in relation to the Welsh language.

Leaders monitor, review and plan for improvements to ensure that the nursery is meeting the needs of children and parents who use the service. The service was reviewed in July 2019, with action plans for improvement and parents and children were consulted as part of this process. We saw that leaders responded to parent/children's suggestions and took action to address issues identified. For example, some children said they wanted more grown up toys and books. This resulted in the purchase of additional resources. The nursery is involved in a number of schemes including the HEY (Healthy Early Years) scheme, and has an ECO Award, part of which includes participation in a recycling programme.

There is effective management of the service. The staff team are well qualified over and above NMS. Staff have opportunities to attend training to improve their practice and information from training is cascaded down to the staff team. There are quarterly team meetings and room leader meetings that focus on practice based issues. Staff have up to date Disclosure and Barring Service (DBS) certificates and there is a clear process for logging of these details. Formal supervision and appraisals are completed and staff files indicated that appropriate documentation is gathered.

Leaders have good partnership with parents. We spoke to a small sample of three parents, and all were very happy with the service. The nursery has a social media site, there is an annual parent evening and additional events are organised throughout the year. The nursery liaises with agencies as and when required to support children's individual needs.

There are community links with the local library and a voluntary organisation located on the business park.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Ensure that a sufficient amount of cultural resources are accessible to children in all base rooms;
- address the issues identified in relation to the wall in the Bob Cat room, the toilet facilities and the outdoor play equipment;
- review menus in line with the most up to date guidance and
- develop activity planning for older children so there is clear differentiation.

6. How we undertook this inspection

This was a full, unannounced inspection as part of our normal schedule of inspections. It involved one inspector visiting the service over two days. The methodology used to gather evidence for the report included:

- Speaking to the RI, Administrative Director, staff, children and three parents;
- observation of care practice and interactions between staff and children;
- examination of service documents and records including contracts, staff files, safety records and children's development files,
- visual inspection of internal and outdoor areas and
- examination of information held by CIW including the previous inspection report and notifications.
- We fed back our findings to the RI and Administrative Director at the end of the inspection process.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

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| Type of care provided | Children's Day Care Full Day Care |
| Responsible Individual | Cindy Baghurst |
| Person in charge | Cindy Baghurst |
| Registered maximum number of places | 76 |
| Age range of children | Birth to 8 years |
| Opening hours | 7.30am until 6.00pm |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | 01 March 2017 |
| Dates of this inspection visit(s) | 13 November 2019 and 14 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 does not provide an 'Active Offer' of the Welsh language. We recommend that the service provider considers Welsh Government's <i>'More Than Just Words follow up strategic guidance for Welsh language in social care.'</i> |
| Additional Information: None | |

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