



Childcare Inspection Report on

Childsplay Nursery at Marsh Street

**Childsplay Nursery
Marsh Street
Llanelli
SA15 1AU**



Date Inspection Completed

26/02/2020

Welsh Government © Crown copyright 2020.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk

You must reproduce our material accurately and not use it in a misleading context.

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

Childsplay Nursery was established in 1990. They registered with Care Inspectorate Wales (CIW) as Childsplay Nursery at Marsh St when they re-located in July 2012. The service operates from a converted chapel in Llanelli. They offer full day care for up to 91 children up to the age of 12. They are open from 8.00am to 6.00pm, Monday to Friday. They are registered to provide Flying Start sessions. The registered person is Debbie Jones and the persons in charge are Michelle Carpenter and Rebecca Davies. English is the main operating language of the service with Welsh used routinely throughout the nursery.

Summary

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

1. Overall assessment

Children have a good voice at this service. They are happy, settled and interact well with each other and staff. They benefit from a good range of activities and resources and are well supported in their play and learning by the staff team. The premises are spacious, safe and secure and provide a stimulating environment both inside and outside. Leadership and management of the service is strong.

2. Improvements

Since the last inspection, leaders have implemented most of the recommendations. Children now have more opportunities to be more independent at snack time, staff are vigilant in ensuring that all children wash their hands before eating and staff serve all snacks on plates. Staff have continued to increase the use of Welsh. For example, we heard Welsh used in songs, for counting and to give praise.

3. Requirements and recommendations

We made some recommendations in relation to nappy changing, record keeping and sleeping arrangements for babies. The recommendations are detailed at the back of the report.

1. Well-being **Good**

Summary

Children are confident to speak to and interact with each other and staff. They are able to make choices about what they do and they enjoy their time at the nursery. Children are developing well and are supported to become independent.

Our findings

Children are able to make choices and decisions about what they want to do at nursery. Older children give their thoughts and ideas about the planned themes and their ideas are listened to and taken into account.

Children of all ages are very well settled. They have formed positive relationships with each other and staff. Older children attending after school told us they like coming to the nursery and have fun. Babies were clearly comfortable with the staff. We saw them engaged in a variety of activities including some having a lovely time playing with a parachute or snuggled up with a member of staff having a story.

Children interact well as is appropriate for their age. They are learning to manage their own feelings and behaviour. With support, minor disputes were easily resolved. Children listen and follow instructions as they move through the familiar routines of the day.

All children enjoy both organised and free play activities. We saw children join in with circle time and singing sessions. Older babies thoroughly enjoyed water play and we saw toddlers enthusiastically trying on shoes in the role-play area that was set up as a shoe shop. Children in the pre-school room had been joining in with activities to support their understanding of St David's Day. Children in the toddler and pre-school groups enjoyed some periods of outdoor play during the day.

Children concentrate well and persevere with things for an appropriate amount of time. They have opportunities to take part in a wide variety of activities that help them to learn and develop in all areas. Children, including many of the babies, ate independently. Older children collected their own plates, cutlery and food and were encouraged to pour their own drinks. They returned their plates to the serving table when they had finished. Children are learning new skills and developing their knowledge and independence well through taking part in the range of experiences and activities that are provided for them.

2. Care and Development

Good

Summary

Staff have a good understanding of how to keep children safe and promote a healthy lifestyle. They manage children's interactions and behaviour effectively. Staff plan a range of activities to promote children's development and learning and there are systems in place to identify and support any specific needs.

Our findings

Staff supervise children well and overall understand how to keep children safe and healthy. Leaders have developed a good range of policies and procedures to support staff in this. Staff have received child protection training. Those we spoke to knew what they needed to do if they had any concerns about a child's welfare although they were less clear about their responsibilities under the Prevent Duty, which relates to being alert to signs of radicalisation. Staff note any injuries a child might have when they arrive at nursery. However, it was not easy to track any potential patterns from the system used. There is a generally robust child protection policy in place although it was not entirely clear in relation to the procedures to follow if there were an allegation against a member of staff or the registered person. Since our visit, the registered person has confirmed that they have reviewed and revised their child protection policy and their system for recording and monitoring injuries and have revisited the details of the Prevent Duty with their staff team.

Leaders and staff provide healthy snacks and meals. They give regular opportunities for children to practise brushing their teeth and regular opportunities for outdoor play. Nearly all staff follow good hygiene procedures in relation to food preparation and nappy changing. We saw a small number of staff did not fully follow the nappy changing procedures. However, since our visit leaders have confirmed that they have refreshed their training and are monitoring practice. Accident and incident forms are completed and shared with parents. All staff have completed first aid training. There are good systems in place to manage allergies and the administration of medication. Children with medical conditions are well supported with care plans and individual risk assessments. The risk assessments did not consider what staff would do if parents forgot to bring lifesaving medication such as inhalers or auto injectors to nursery. Since our visit, leader have confirmed that they have addressed this.

Staff manage children's interactions well. They take a positive approach to behaviour management and are good role models for children. Children benefit from being cared for by staff who are calm and consistent. As a result, children behave very well at the nursery.

Staff plan a wide variety of activities that enable children of all ages to develop and learn in all areas. They ask older children for their ideas and thoughts about the themes they are following and consider them in their planning. Staff are responsive to children's play interests. Staff in the toddler room told us that they had planned to revamp the role-play area from a shoe shop but were waiting a bit longer as the children were still really enjoying

playing in it. Staff in the baby room follow the children's lead in their play. Planning includes cultural considerations; older children were busy preparing for a St David's Day concert. We heard staff make good use of Welsh throughout the day. Staff meet individual needs well although they do not always record the initial actions taken to identify and support those individual needs. These records may be needed on occasions to help access external support services. Leaders ensure staff are able to give one to one support if a child needs it. Staff use a recognised online system to track children's progress and use these records to produce a detailed termly report for parents. Overall, staff support children well to develop and learn.

3. Environment

Good

Summary

The service has sole use of a large converted chapel that provides welcoming and child friendly spaces for play and learning. Effective systems are in place to ensure the environment is safe and suitable for children. Children have access to a good range of age appropriate, quality resources and equipment both indoors and in the outdoor play area.

Our findings

The premises are safe and secure. Leaders keep the front entrance locked. A senior staff member admits visitors and ensures they complete the visitor's book. We saw that equipment such as safety gates, coded key pads and finger protectors on doors, and appropriately placed CCTV cameras are in place throughout the nursery. The outdoor area is securely fenced. Leaders have developed detailed risk assessments for all areas that they review regularly. They carry out fire evacuation drills each term and record the outcomes. All safety checks for equipment and systems such as the heating and emergency lighting were current.

The premises are bright, clean and well maintained. The indoor environment is extremely spacious and adaptable. The large area on the first floor used by the older children can easily be converted into a large hall space used for things such as concerts. Leaders ensure that playrooms for all ages are well resourced, equipped and thought out. There are suitable arrangements for children to rest and sleep. A number of babies sleep in bouncy chairs or buggies rather than cots. Leaders confirmed that parents are aware of these arrangements although they have not sought written permission. Leaders have developed an interesting outdoor space that provides for all areas of learning and development. It includes a designated area for babies and a covered area so that children can use it in all weathers.

Furniture, toys and materials are clean, well maintained and of good quality. Leaders provide a wide range of resources that include those that promote cultural awareness and books in both English and Welsh.

4. Leadership and Management

Good

Summary

Leaders run an effective and well organised service. They meet and often exceed regulations and national minimum standards. They have good systems for evaluating and improving their service. Leaders manage recruitment and staff well, and develop strong working relationships with parents and other agencies.

Our findings

Leaders have developed a comprehensive range of policies and procedures that they review annually. These policies and procedures support the smooth and safe running of the nursery. They have a very clear statement of purpose that fully reflects the service they offer. Overall, leaders keep records in a very organised and effective way. Attendance registers for children and staff are in place although the staff registers do not make it clear when staff are covering in rooms other than their usual rooms. For example, to cover breaks or the beginnings and ends of days. Leaders have a clear vision for the nursery and are committed to providing a high quality service. They create a positive and relaxed atmosphere in the nursery.

Leaders produce a comprehensive quality of care report each year. They take account of the views of others and the report clearly identifies things they would like to improve. We saw positive feedback from parents and other service users such as the Flying Start service.

Leaders follow robust recruitment procedures including for volunteers. The staff files we viewed contained all the required information. There is an effective system for induction training including an appraisal at six weeks, half-yearly supervision meetings, annual appraisals and staff meetings. Leaders have procedures in place to ensure that they keep up to date with all mandatory checks and training and that staff have access to on-going training as needed. All the staff we spoke to said they enjoy working at the nursery and feel well supported.

Leaders and staff develop strong relationships with parents. They have contracts in place for all children and collect the relevant information and permissions to meet children's needs and keep them safe. They inform parents of their children's progress in a variety of ways including daily feedback, parents' evenings, concerts and through a recognised app that they use on a daily basis. Leaders also develop good partnerships with external agencies such as Flying Start, schools and speech and language services.

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 registered person should:

- ensure all staff follow nursery policy and procedures in relation to nappy changing and use of personal protective equipment;
- develop the system for recording the initial steps to take when monitoring and identifying additional support children might need so that information is easily available if needed;
- review sleeping arrangements for babies with parents to consider if more cots are needed; and
- develop a system for recording which members of staff are in each room at all times of the day.

6. How we undertook this inspection

This was a full, unannounced inspection undertaken as part of the schedule of inspections. One inspector visited the nursery on 26 February 2020 for approximately seven and a half hours. As part of the inspection we:

- considered information held, or received, by CIW;
- observed the interactions between staff and the children attending on the day;
- spoke to staff and children attending on the day;
- spoke to leaders including the registered person;
- spoke to three parents;
- viewed records and documents including policies and procedures, registers, children's records, accident, incident and medication records, the statement of purpose and the quality of care report;
- left questionnaires for parents and staff to complete if they wished;
- performed a visual inspection of the premises; and
- gave feedback by telephone on 3 March 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
Registered Person	Debra Jones
Person in charge	Michelle Carpenter Rebecca Davies
Registered maximum number of places	91
Age range of children	0-12
Opening hours	8am to 6pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	20 April 2017
Dates of this inspection visit(s)	26 February 2020
Is this a Flying Start service?	Yes
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 04/08/2020