



# Childcare Inspection Report on

**Crown House Day Nursery**

**364 - 372 Cowbridge Road West  
Cardiff  
CF5 5BY**

**Final**  **Report**



**Date Inspection Completed**

13/08/2019

# Final unpublished report

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<b>Ratings</b>	<b>What the ratings mean</b>
<b>Excellent</b>	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
<b>Good</b>	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.
<b>Adequate</b>	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.
<b>Poor</b>	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

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## Description of the service

Crown House Day Nursery is registered with Care Inspectorate Wales (CIW) to provide care for up to 70 children. The company has nominated a responsible individual who is also the person in charge. For the purposes of the report, we refer to her as the provider. The service is open from 8am until 6pm throughout the year and offers care for children from birth to eight years. A wrap around service is offered from some local schools and a holiday club is available during school holidays. Flying Start offer two sessions per day at this service and parents are able to purchase additional childcare either side of their allocated session. As the inspection took place in the summer holidays we did not look at the Flying Start part of the service. This is an English language service which uses incidental Welsh.

## Summary

Theme	Rating
<a href="#">Well-being</a>	Good
<a href="#">Care and Development</a>	Adequate
<a href="#">Environment</a>	Good
<a href="#">Leadership and Management</a>	Adequate

### 1. Overall assessment

Children enjoy and learn from a good range of interesting activities and experiences. There is an appropriate ratio of staff to children to ensure children's needs are met appropriately, and staff are nurturing and warm. Children experience free play and some adult-led focused activities. The indoor environment is very well resourced and spacious, and children have access to an outside area which is accessed with staff supervision. The leadership and management of the service is adequate, and a number of systems require amendment to reflect a robust approach to record keeping. The provider welcomed all recommendations for improvement.

### 2. Improvements

The provider has addressed the recommendations from the last report which relate to the upkeep and safety of the building.

### 3. Requirements and recommendations

There were no non-compliance issues identified during this inspection.

Recommendations were made to improve practice which mostly relate to record keeping and reviewing of systems. These are outlined within the report and summarised at the end.

# 1. Well-being

Good

## Summary

Children have good opportunities to develop a range of skills and knowledge and experience a sense of achievement. They have access to a variety of resources and activities that support their all-round development. This includes physical, emotional, social, language and creative experiences.

## Our findings

Children have choice and make their own decisions about how they spend their time within the nursery. They move around freely and determine when they eat and join in with group activities. Most children choose to sit together at circle time where they enjoy songs and stories of their choice but they are able to move to alternative activities as they wish and staff respect these decisions. They approach staff confidently and ask for support when needed and know that staff are ready to help them if needed.

Children are familiar with the routines of the day and this provides them with a sense of security and belonging. We saw close, relaxed relationships between children and staff. Children arrive happy and smiling and look forward to their day. Some children engaged a member of staff to sit on the floor while they plaited her hair and chatted about their families and friends. Children have individual key workers who keep in touch with families to ensure relevant information is passed on to ensure children's needs are well met.

Children play well together and most are developing an understanding of the need to share and cooperate. During meal times children are learning to wait their turn and older children act as role models to younger children in this respect. We saw children role-playing in the home corner, enjoying making their food together and taking turns to share stirring the food. Children are beginning to negotiate with others and most understand they sometimes have to wait until everyone is ready. This was evident when the group was preparing to go outside and some children were keen and excited to play. Children respond positively to the five-minute warning which is given to them before a different activity begins as it helps them to prepare for the change.

Children have access to a good range of interesting and stimulating activities which they value and enjoy. We observed children singing when playing with water and washing the small animals carefully with a toothbrush. Babies enjoy their time sitting on the floor with staff playing with pots and pans and receive good eye contact and careful supervision. Children enjoyed story time and singing and one child was keen to use some Welsh with us. They have good opportunities for role-play and imaginary play and a number of children chose to dress up and assume different characters.

Children are developing confidence and independence. They are busy, engaged and play appropriately, exploring the main playroom freely as well as seeking help when needed. Independence is encouraged at food times when children receive support to serve themselves, pour their drinks and rinse their plates before they are taken to the kitchen for further cleaning. They understand the need to tidy up the play resources before getting out new games and put on aprons before messy play.

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## 2. Care and Development

Adequate

### Summary

Staff receive appropriate training to ensure they have the knowledge to keep children safe and they understand their responsibilities with regard to promoting healthy lifestyles, personal care and wellbeing. Some systems and record keeping need to be reviewed to be effective.

### Our findings

There are a number of suitable systems and procedures in place to keep children safe and healthy. All staff undertake child protection training and have a working knowledge of their responsibility to be vigilant with regard to any concerns relating to the safety of a child. We saw evidence of the recording of accidents and incidents as well as injuries which have occurred at home. All accidents, including those at home are monitored and referrals made to the appropriate agency as required. We found safeguarding concerns are not always logged appropriately to record any action taken and resulting outcomes. This is an important omission and we discussed the benefits to children of strengthening this system. The person in charge devised a log sheet for this purpose on the day of the inspection.

Staff keep children healthy with the provision of nutritious, well-prepared food and good access to drinking water. The service has achieved the Healthy Snack Award Plus, has completed the Healthy and Sustainable Preschool award and ensure children clean their teeth daily as part of the Designed to Smile dental hygiene initiative. Babies use a dedicated sleep room and staff carry out checks every ten minutes. We asked the provider to consider the benefit of placing a member of staff in the room at all times when babies are asleep. Staff make a record of children's allergies and this is kept in the kitchen and around the building to be easily accessible to all staff. We discussed with the staff a recent incident where a child was given food which included a substance to which the child was intolerant. We did not find any information to show the outcome of this particular incident in this instance.

There is a behaviour management policy in place which staff follow to promote consistent positive interactions. Staff manage behaviour effectively and are positive role models to children. We discussed the use of 'time out' as a strategy and staff told us it is not used with babies or young children although it is used on occasions with older children to remove them from a potentially difficult situation. Key workers develop play plans to support some children to develop sharing and cooperating skills.

Staff provide nurturing care and are responsive to children's needs. They encourage children to express their individuality and ensure they have up to date information about children. Key workers are responsible for maintaining links with families and there are good communication systems in place. Staff carry out observations and have recently started using developmental trackers for children up to 20 months old which capture all aspects of a child's development. Learning journey booklets are used to keep evidence of a child's developmental journey and include photographs and examples of children's work. We noted the next steps for children's learning are not always recorded and this needs to be strengthened. Parents are asked to

keep a learning journal of their children's achievements at home and key workers use this information to plan suitable activities for children.

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### 3. Environment

Good

#### Summary

Children are cared for in a secure, clean and spacious environment which is very well resourced. There are some good systems in place to monitor safety and these are reviewed regularly. Children have access to a stimulating outdoor environment which requires rigorous risk assessment each time before it is used.

#### Our findings

Children benefit from an environment which is secure and well maintained. We saw risk assessments which focused upon all areas of the building, activities, equipment and manual handling. Safety gates are in place to prevent children having access to the outdoor area and to the foyer area near the front door. Excursions out into the community are also risk assessed. Access to the outdoor area is gained by a fire escape which is only used when conditions permit. The risk assessment for this indicated careful consideration is given to potential hazards. We saw evidence of regular gas and electric safety checks. There is a CCTV system in place. Access to the building is carefully monitored and all visitors to the service are logged. Fire drills are carried out each term and we asked the provider to consider increasing the frequency of these. The service operates on the first floor and it is important to consider all eventualities and to make rigorous recordings of each event.

The rooms are resourced appropriately for the ages of the children attending. Babies have a separate base room as well as a shared space in the main room to which older children do not have access. There are a number of glass walled rooms around the perimeter of the main play area which provide natural light to all areas of the service. Fans are in use to cool the temperature of the environment in the summer months. There are systems in place to manage infection control and cleaning rotas are displayed. Staff told us the environment is prepared before children arrive and staff are ready to welcome children. Registers of children include the times of arrival and departure of children as required. Children receive careful supervision as ratios of children to staff are maintained and sometimes exceeded.

The space is divided to ensure children are able to play, eat and relax in comfort. There are dedicated areas for messy play with sand, water and role-play activities and exploration and discovery resources. All equipment is stored to be easily accessed by children. There is a separate room for older children who attend the after school club which contains age appropriate resources such as a television, board games and a Wii. Good attention is given to recycling and the use of sustainable resources. The outdoor area has recently been updated and improved and is very well resourced providing opportunities for children to be creative and use their imagination. Children enjoyed using the picnic table, mud kitchen, water play, and gardening activities as well as the wheeled toys and balance beam.

## 4. Leadership and Management

Adequate

### Summary

There are systems in place to monitor and evaluate procedures and partnerships are strong. Managers provide support to staff who receive appropriate developmental opportunities. Some recording systems need to be updated with relevant information in a timely manner.

### Our findings

An experienced person in charge carries out the leadership and management of the service. She is receptive to feedback and keen to make improvements. There is a statement of purpose which provides an accurate picture of the service. The service is registered with the Information Commissioners Office (ICO) and managers and staff understand the need to keep personal information confidential. There is a training plan in place which identifies all developmental opportunities undertaken by staff. Staff have completed all core training which includes safeguarding, paediatric first aid and food hygiene and discuss their additional training needs with the person in charge. Some of the documents and records we examined need further information to ensure accurate records are kept of any incidents and that learning is shared with all staff. The person in charge has reviewed this system effectively. We found all personal information requested at the time of children's registration is in place.

There are suitable systems in place to measure the quality of the service. The person in charge and the senior nursery worker have completed the quality of care report and this includes the views of parents and children. Parents questionnaires show the service is valued and comments include, 'staff are friendly and provide excellent support', 'my child has developed confidence' and 'good, creative activities are offered'. The service has also achieved the National Day Nurseries Association (NDNA) 'Quality Counts' award for the overall quality of the service, including reflective practice and good self-evaluation.

Staff are deployed effectively and are clear about their roles and responsibilities. All information to determine staff suitability to work with children is in place. Staff receive individual supervision every three to six months. We discussed the benefit to staff of increasing the frequency of these meetings. Team meetings are generally informal and held every few months. These meetings are likely to be more purposeful if formalised, regular and include an agenda. There is a peer review system in place where staff are asked to comment on the practice of others to support the development of individuals. There is a system in place which offers counselling to support staff with any mental health issues which is provided by the HR company used by the service.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non-compliance from previous inspections**

None

### **5.2 Recommendations for improvement:**

- Organise accident records to be more easily accessed and keep records of children's existing injuries in a separate file;
- carry out fire drills more frequently to include all children who use the service at different times. Record all information relating to any hazards encountered and actions put in place. Consider the use of the fire escape during fire evacuations;
- ensure the dates of meetings are included on supervision records;
- convene team meetings more regularly and ensure they have an agenda and are recorded and
- ensure all staff have the information relating to the 14 allergens in food products and are confident to meet children's specific needs.

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## 6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. We considered issues sent to us as of concern as part of the inspection process and some recommendations relate to this.

- Two inspectors undertook one unannounced visit to the service on 13 August 2019 for approximately nine hours:
- we observed the children and the care they received throughout the day using our Short Observational Framework for Inspection (SOFI2) tool. This enables inspectors to observe and record life from a child's perspective and captures children's engagement and the care provided;
- we made a visual check of the premises inside and outdoors;
- we considered information already available to CIW;
- we spoke to a number of children, two parents, five staff members and the responsible individual;
- we looked at a wide range of records including the statement of purpose, risk assessments, health and safety documents and safeguarding policy. We also looked at three staff files and a number of children's files and
- we gave feedback to the senior practitioner and the responsible individual at the end of the inspection.

Further information about what we do can be found on our website:  
[www.careinspectorate.wales](http://www.careinspectorate.wales)

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## 7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Michelle Pugh
Person in charge	Michelle Pugh
Registered maximum number of places	70
Age range of children	0 to 8 years
Opening hours	8am to 6pm Monday to Friday throughout the year
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	22 August 2017
Date of this inspection visit	13 August 2019
Is this a Flying Start service?	Two Flying Start sessions are held each day
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	This service 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 consider Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.
Additional Information: None	

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