



Childcare Inspection Report on

Acorns Day Nursery Mini Adventures

**Adventure Centre
Bluestone Resort
Canaston Wood
Narberth
SA67 8DE**



Date Inspection Completed

17/02/2020 & 18/02/2020

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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

Acorns Day Nursery Mini Adventure Centre is a childcare and play service based within Bluestone National Park Resort near Canaston Bridge, Narberth. The crèche service for children under three years is for guest children staying at the resort. The crèche operates on a Tuesday and Thursday, either from 9:00am to 12 noon or 1:00pm to 4:00pm. The kid's club/out of school facility is for staff members' children from four to twelve years of age. The kid's club/out of school club operates on Mondays and Fridays with the exception of half term holiday periods when it operates for a full week. The responsible individual is John Doona; the person in charge is Dominique Morse. The main language of the setting is English with the use of some incidental Welsh.

Summary

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

1. Overall assessment

Acorns Day Nursery Mini Adventure Centre is a flourishing, inspiring, and welcoming service, where children are overjoyed, happy, confident and highly involved in physical play. Children actively make informed choices and thrive on their play experiences. Staff are genuinely interested in children's feedback and opinions. Children are able to request specific activities from a thrilling and stimulating activities agenda. They are highly involved in adventurous play opportunities. The environment is resourced to an excellent standard as play areas both indoors and outdoors are very inviting, challenging and rewarding. The leader ensures that everyone at the service has a voice, that positive relationships are formed, and excellent standards are maintained. There is a very happy and motivated staff team. The service involves parents, children and staff members in review of the quality of care offered at the service provision.

2. Improvements

Since the last inspection:

- Leaders and staff have acted on the recommendations made during the last inspection;

- several staff have achieved a Play Work qualification, with one staff member having achieved an Advanced Play Work qualification; and
- additional play areas have been added which extend children's choice, challenges, and play experiences.

3. Requirements and recommendations

None

1. Well-being

Excellent

Summary

Children are exceptionally happy and content. They experience a warm, thoughtful and attentive rapport with staff and have an excellent choice of free play and structured activities. They have a strong voice and speak and express themselves openly and confidently. Their opinions and interests are highly valued, acted upon and consistently reviewed. Children develop and become independent very well; they learn to interact and to co-operate with each other and staff expressively.

Our findings

Children are very actively engaged, having enormous fun and a sense of achievement from their play. They demonstrate immense pleasure when engaged in their chosen play. Children in the 'kid's club' element of the service, benefit from the freedom to move around and explore their environment to its full potential. For example, whilst settling in they chose to play with board games, building with large Lego blocks, dolls, drawing and colouring and making creations out of loom bands. They were thoroughly engrossed, stimulated and very excited whilst playing in the outdoor/indoor play zone, where they had multiple opportunities to get involved in new and exciting challenges. For example, they conquered the 'Sky Trail', a unique thrilling experience, where when strapped securely into a harness, they walked across the trail, negotiating balancing on planks, ropes and wires, and they laughed with delight as they experienced a zipwire line whilst suspended on a cable. Other children explored and had fun on the slides, climbing wall and nets and many other exciting and challenging features. Younger children have free play opportunities and are delighted whilst playing together in the soft play area, jumping and balancing. They also enjoy hand and finger painting and playing with Lego blocks.

Most children settled in quickly and easily. For a few children attending for the first time they were a little anxious or upset on arrival. However, they settled with support, reassurance and cuddles from staff, and children showing them what they could do and play with. By the end of the session they spoke about having fun and couldn't wait to come back the following day. Circle time also helped children to get to know each other as they introduced children and staff to each other. They said their name, age, favourite toy, and food. Children laughed as staff teased them about their real age. Younger children attending the crèche element of the service also settled in quickly. They thoroughly enjoyed the space to run around freely and actively engaged themselves in play. They also enjoyed the outdoor walk to see and feed the ducks.

Children speak and express themselves very confidently and receive a meaningful response from staff. They are excited to express their opinions. For example, older children said that they couldn't wait to go on the zipwire. Children are able to cope with emotions, share, take turns and be kind to each other. They showed respect for property and their peer group. Children have excellent opportunities to develop their independence as they

accessed resources, used the toilet, washed their hands, and mastered various pursuits independently. They also planned some activities which they followed through independently.

2. Care and Development

Excellent

Summary

Staff are well-trained, caring and attentive; they keep children safe and promote their health and wellbeing. They provide excellent, meaningful, consistent care for them. They are committed and actively involved in providing the best experiences for all children in their care.

Our findings

Staff are dynamic and dedicated, working together exceptionally well as a strong team. They know the ethos of the service well, understanding and implementing policies and procedures that ensure children are kept safe and healthy. They clearly understand their responsibilities with regard to safeguarding children which is prioritised. The majority of staff have attended Child Protection, 'Prevent Duty' training, First Aid training and a Food Hygiene course. Registers detailed the arrival and departure time for staff, visitors, and children on the premises. Children are supervised during play in the various large play areas and implement a lock-down system in the event of a child going missing. Hygiene routines are robust. Staff also implement robust cleaning and deep cleaning routines. Emergency procedures are clearly communicated to all relevant people. Fire risk assessments are carried out with evacuation procedures regularly practised and consistently reviewed.

Staff manage behaviour excellently as they are consistently responsive. They genuinely listen and respect children's views. The interactions are very positive, demonstrating warmth, patience and kindness. Staff are very mindful that they are meeting children for the first time hence, they make every effort to understand their needs and preferences. They calmly explained to the children the basic rules and reassured them that they are there to support them at all times. They are excellent role models leading by example, being composed, responsive, and encouraging. Staff used positive behaviour methods that gently remind children to be kind and share. Children respected them and followed their lead.

Children's experiences are highly promoted through play. Staff believe that children should take the lead in their play, and strongly engage children in decision making. For example, they promote children having the right to have quiet time, active leisure time and to engage in play and recreational activities freely. Staff are fully aware of children's stages of development and are committed to providing an excellent range of play activities suitable to each child's age and ability. Staff actively contribute to the rota of activities which supports children's play experiences. They ensure that children are supported purposefully at all times.

3. Environment

Excellent

Summary

The leader provides an extremely effective and suitable environment for children. The dedicated internal and outdoor areas are very well designed, welcoming, child friendly and provide excellent spaces for play and stimulating, inspiring and invigorating activities. There are effective systems in place that ensure the environment is safe and suitable for children, with resources of excellent quality.

Our findings

The leader has fully comprehensive measures in place that ensure that everyone fully understands their roles and responsibilities in relation to the safety and welfare of children in their care. There are extremely accurate, and effective risk assessments in place that ensure all areas of the premises used for childcare are safe. The leader and staff also performed daily risk assessments, which ensure that the premises are fit for purpose and are functional and orderly. For example, the heating in the kid's club room was not working efficiently. This was followed up with immediate effect. Additionally, prior to the children using the 'Sky Trail', staff members checked the harnesses were safe for use by children, and physically participated in risk assessing the 'Sky Trail' course themselves. There are very thorough systems in place for regular maintenance and safety checks, which are all kept electronically in a very methodical and meticulous order. There is a CCTV system in place, with a secure entry system to the crèche and kid's club room which are key coded doors.

The vast outdoor play space is used daily being an extension to the fun and learning environment for children in attendance. The environment provides a warm, highly inspiring and welcoming atmosphere where children have established a sense of excitement and involvement. This gives children excellent opportunities to be inquisitive, imaginative and fully engrossed, interactive and integrated in their play. The layout and design of the various rooms and play areas allows children to access play experiences that gives them over and above play opportunities. For example, a baby sensory room, an indoor messy play area, a soft play area for younger children, outdoor experiences of nature art, a treehouse experience, and the newly erected 'Serendome', a large transparent dome, which provides play adventure opportunities whatever the weather. Children are ecstatic when playing in the dome, they experience: water play; sand play with haul-up sand buckets; moveable features cooperating and interacting with each other; and the natural environment. The puzzles, interactive games and imagination garden, gave children play which included a tree trunk to practise climbing. There is equipment that children used to create their own games, building dens or whatever they desired. The impressive mini SkyWalk for younger children is wheelchair friendly. The environment gives children a rich multi-sensory adventure playground that is magical for all involved. They move freely, take risks and have the opportunity to experience nature and the weather with spontaneous activities.

Indoors. The kid's club playroom gave children a chance for quiet time. There is suitable sized furniture available for use by children. The extensive space enables children to move freely, explore to their heart's delight, have fun, enjoyment, and everlasting memories.

4. Leadership and Management

Excellent

Summary

The leaders are supportive. They have an innovative vision for the service which is shared effectively with staff. The leaders are committed to monitoring and improving the service, with a strong culture of continuous professional development. There are open, professional and effective partnerships in place with parents. Leaders manage the service excellently well. They comply with the relevant regulations and exceed the national minimum standards. They take pride in maintaining up to date policies, procedures and records. They are very knowledgeable about their responsibilities.

Our findings

The leaders have in place an informative statement of purpose, which is up to date and compliant with the regulations. There is a comprehensive and very methodically kept range of policies and procedures, which have recently been reviewed and updated. For example, the safeguarding policy now included information on the 'Prevent Duty' in relation to radicalisation. The leader has been very thorough in accomplishing the protocols of GDPR, which has also involved staff. They keep a written record of any accidents or incidents which are then transferred to an electronic system. The leader effectively maintained the required record on children's personal information, and any particular medical or additional needs which are captured on the 'child booking' form. The standard of record keeping sampled was excellent being exceptionally well organised and to a very high, effective standard.

The leaders take pride and show enthusiasm in evaluating the service. A comprehensive self-evaluation system, which assesses children's enjoyment in activities, helps to improve the service. Furthermore, they act upon verbal feedback from parents and/or children. The leader's evaluation of roles and responsibilities acknowledged that they all have an important part to play, with ideas and views that enhance the quality of the provision. The leaders are excellently organised in the management of the service. There are very effective processes that promote the professional development of staff, through regular training opportunities, meetings, daily feedback, supervision and an annual appraisal. Many staff have successfully gained childcare qualifications including a play work qualification with many staff working towards this. The leader has ensured that the electronic systems in use contain staff's personal details and recruitment information required by regulation.

A reward system recognises staff achievements. They said that they carry out their work with integrity, courtesy and sensitivity. They also said that they evaluate the work of the setting objectively, report honestly, fairly and impartially and communicate clearly and openly with the responsible individual and person in charge. Staff spoken to said that they felt highly valued and motivated to give of their best. They said that they felt passionate about sharing good practice as their ideas, suggestions and personal development goals were taken seriously, listened to and acted upon with integrity.

The leader ensures that all communication and engagement with parents is innovative and fully inclusive. They take pride in the sharing of any relevant information that in turn promotes excellent practice and values any feedback. The online information, notices, with television screens all over the resort promoting events encourages parents and children to get involved. Parents we spoke to said that their children are very happy and settled and staff are excellent. Children said that they really enjoy club, that they make lots of friends and really look forward to new challenges.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

None

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. One inspector undertook one unannounced visit on 17 February 2020 and a second visit on 18 February 2020 for a total period of approximately 10 hours. One inspector provided feedback to the responsible individual on 18 February 2020.

During the visit we:

- observed practice and the care provided by staff;
- spoke to the responsible individual, another site manager, person in charge, staff, some parents and children;
- looked at a range of records including the statement of purpose, some policies and procedures, children's booking forms, accident and incident records and electronic versions of staff details.

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 Crèche
Responsible Individual	John Doona
Person in charge	Dominique Morse
Registered maximum number of places	76
Age range of children	0 to 12 years
Opening hours	The crèche operates on a Tuesday and Thursday, either from 9:00am to 12:00noon or 1:00pm to 4:00pm. The kid's club/out of school facility operates on Mondays and Fridays with the exception of half term holiday periods when it operates a full week.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	31 May 2017, 1 June 2017 and 8 June 2017
Dates of this inspection visit(s)	17 and 18 February 2020
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 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 'More Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information:	