



# Inspection Report

**Buttercups Day Nursery**

**Buttercups Nursery  
Unit C1  
Lakeview Business Park Lamby Way  
Cardiff  
CF3 2EP**



**Date Inspection Completed**

08/01/2021

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## About Buttercups Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Buttercups Day Nursery UK Ltd
Registered places	80
Language of the service	English
Previous Care Inspectorate Wales inspection	26 November 2019
Is this a Flying Start service?	Yes
Does this service provide the Welsh Language active offer?	No, 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 considers Welsh Government's <i>'More Than Just Words follow on strategic guidance for Welsh language in social care'</i> .

## **Summary**

This was a focused inspection undertaken during the Covid19 pandemic and on this occasion, we did not consider each theme in detail.

Children at this service are settled and content. A good range of suitable activities are available to children and they are able to make choices over their play. Children are happy, engage well with their play and with the staff caring for them. The play environment is safe and secure, and improvements have been made to ensure that the cleaning, furnishing and resourcing of the play spaces meets the needs of children. We also noted that cleaning and health protection arrangements brought in to combat the Covid-19 pandemic are effective and well integrated into the service. Parents and children benefit from a well-run and planned service. However, improvements are required to the safeguarding procedures and this has been raised as a Priority Action Notice (non-compliance).

## Well-being

***This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.***

Children are confident and resilient. They are adapting well to new routines and changes, which have been implemented due to the Covid-19 pandemic. They move freely around the play areas, making choices and decisions about what they want to play with. They are well aware of their daily routines and are able to practice some independence, such as pouring their own water to drink and using individual damp flannels to clean off their own face and hands after meal times.

Children feel safe, happy and valued at the setting. They develop warm relationships with other children and staff. Children approach care staff spontaneously to seek reassurance or support and enjoy receiving praise and recognition for their efforts. We saw children laughing and smiling as staff joined in with their play, such as having a pretend telephone conversation in the home corner. Children play enthusiastically and have fun with their friends. We saw children sharing resources well, helping each other and playing games. They chatted happily and laughed as they played.

## Care and Development

***This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.***

In almost all respects, staff have a clear understanding of how to keep children safe and healthy. They implement robust health and safety routines to ensure children's well-being, particularly during the COVID-19 pandemic. These include nursery staff cleaning throughout the day and ensuring resources are cleaned and rotated after use. They are supported well by the nursery housekeeper. Nursery staff treat children with dignity and respect, using a good set of policies and procedures to guide them. Staff are confident about their role in the setting and know where to get support if required. They speak very positively about changes at the service, and are committed to on-going improvement. In the main, staff are clear how to record and raise safeguarding concerns with management. However, they do not all consistently understand the importance of consulting parents, taking action on concerns, and their individual responsibilities to safeguard children as child care professionals.

Staff interact well with children, engaging them in meaningful conversation and supporting their play and learning. We heard lots of praise such as "*Lovely drawing*", which children appreciated. In the baby room, staff cheered as a baby excitedly rolled a ball down a tube, and this enthusiasm motivated him to repeat it several times, beaming with delight. Staff know children well and understand their individual needs and preferences. Staff supported children's language development and their imaginative play through their interactions.

## Environment

***This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.***

The people running the setting have introduced new procedures and risk assessments in line with Welsh Government guidance to keep children, staff and the public safe during the current Covid-19 pandemic. They provide a welcoming atmosphere and the premises are clean and well maintained. Staff undertake daily risk assessments of all areas used by children and keep daily records of cleaning undertaken. A housekeeper also cleans daily.

Base rooms are well organised and inviting. Children's work is displayed and celebrated well. Older children have easy access to a suitable range of toys and play resources and can move easily between activities. Babies also have a good selection of toys and sensory activities to choose from. Resources are well maintained, of good quality and are cleaned regularly.

## Leadership and Management

***This was a focused inspection, we have not considered this theme in full, and therefore we have not issued or revised any ratings awarded previously.***

People running the nursery work hard to provide good quality childcare. There is a clear vision for the nursery, reflected in the statement of purpose. Comprehensive operational procedures are in place to support the smooth running of the nursery. An appropriate number of suitably qualified and experienced staff are employed to care for the children.

We reviewed a sample of the policies and procedures and found they reflect the setting and current practice. A specific policy and risk assessment relating to the Covid-19 pandemic has been implemented and reviewed regularly following current guidance. These are communicated effectively to staff. Staff we spoke to confirmed they enjoy working at the nursery and they feel supported, knowing they can approach the people who run the service for help and support if needed. Staff spoken to confirmed they have supervision meetings, and we discussed with the management the need to ensure that this process is improved to ensure they are valuable times of discussion. They should also be used to review any safeguarding concerns for the member of staff's key children.

Safeguarding concerns are listened to, but staff cannot be confident that management take sufficient action over concerns. We found that inadequate action had been taken in relation to a series of safeguarding concerns since the last inspection. Leaders did not take proper account of the seriousness of safeguarding concerns, or seek advice. They did not follow their safeguarding procedures to escalate these concerns appropriately. We also found that records related to safeguarding concerns were not robust; they did not detail discussions with parents in all cases or the reasons why discussions were not undertaken. The leaders' decision making around the concerns or any justifications as to the decisions made were not recorded. Discussion with some staff also showed a lack sufficient clarity on the safeguarding system or for recording safeguarding matters, what should be recorded, and where. These are serious matters and we have raised a Priority Action Notice in respect of them.

### Areas for improvement and action at, or since the previous inspection

None		
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### Areas where immediate action is required

The registered person has failed to implement their written policy which sets out the arrangements for the protection of children.	Regulation 22 (1) (b)
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We found poor outcomes for people, and /or risk to people's wellbeing, which is likely to continue if no action is taken. Therefore, we have issued a priority action (non-compliance) notice and expect the provider to take immediate steps to address this and make improvements.

### Areas where improvement is required

None	
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### Recommendations to meet with the National Minimum Standards

R1. The content of staff supervisions should be improved to ensure they are valuable, focused times of discussion, which as routine include reviewing safeguarding and well-being matters for key children. Guidance on improving supervisions is available as a document from Social Care Wales.

**Date Published** 22/03/2021



## **Care Inspectorate Wales**

### **Children and Families (Wales) Measure 2010**

### **Child Minding and Day Care (Wales) Regulations 2010**

### **Regulation and Inspection of Social Care (Wales) Act 2016**

## **Non Compliance Notice**

### **Childrens Day Care**

This notice sets out where your service is not compliant with the regulations. You, as the registered person, are required to take action to ensure compliance is achieved in the timescales specified.

**The issuing of this notice is a serious matter. Failure to achieve compliance will result in Care Inspectorate Wales taking action in line with its enforcement policy.**

Further advice and information is available on our website  
[www.careinspectorate.wales](http://www.careinspectorate.wales)

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<b>Leadership and Management</b>	<b>Our Ref: NONCO-00010164-DDSC</b>
<b>Non-compliance identified at this inspection</b>	
<b>Timescale for completion</b>	<b>09/04/21</b>
<b>Evidence</b>	
<b>Description of non-compliance/Action to be taken</b>	<b>Regulation number</b>
The registered person has failed to implement their written policy which sets out the arrangements for the protection of children.	22 (1) (b)
<ul style="list-style-type: none"> <li>- The registered person is not compliant with regulation 22(1)(b) - This is because the setting's safeguarding policy was not fully implemented in relation to safeguarding concerns.</li> <li>- The evidence for this is that the registered person confirmed that disclosures made by a child and unexplained pre-existing injuries were not given sufficient consideration and were not reported to the appropriate agency, as outlined in the setting's safeguarding policy and the Wales Safeguarding Procedures 2019. Discussions with a sample of staff also showed that their understanding of their policy and their responsibilities to safeguard children is not robust.</li> <li>- The impact on people using the service is that they cannot be confident that children would be suitably safeguarded by staff at the setting.</li> </ul>	