



Childcare Inspection Report on

Little Angels Day Nursery

**Little Angels Day Nursery
9 Claremont Road
Llandudno
LL30 2UF**



Date Inspection Completed

06/09/2019

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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

Little Angels Day Nursery is situated in a residential area of Llandudno. The registered person is Karen Parmar and the persons in charge are Beverley Sargent and Jessica Jones. The service is registered for 31 children and English is the language of the service with some informal Welsh words and phrases used with the children.

The service does not provide the Welsh Active offer.

Summary

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

1. Overall assessment

Children are happy, valued and experience positive interactions. They benefit from a variety of activities from which they can choose. They have a stimulating and well equipped environment in which to play and learn. They are cared for by staff who understand how to keep them safe and who promote daily outdoor play. Leaders have an appropriate oversight of the service. They are pro active in making changes and use feedback effectively to plan for improvements. There is a good relationship with parents.

2. Improvements

Wall displays are at children's height. A new fire drill form has been implemented with more detail included about the evacuation. An improved booking form and signing in and out of the service has been devised to record the exact attendance of all children and staff including lunch and breaks taken as well as school runs. Risk assessments have been improved and now include more information including particular hazards in each place visited. Medication forms have been updated to include more written information from parents. Parents have been updated of all changes by means of a newsletter and information displayed on the room doors. Incident forms now link more effectively with accident forms. Many new indoor and outdoor equipment and resources have been purchased including those of natural and sensory materials to provide a greater range of learning experiences for the children and stimulate their curiosity.

3. Requirements and recommendations

None

1. Well-being

Good

Summary

Children are given plenty of choice and are listened to. They speak confidently and are happy and relaxed in their play. They interact positively with each other and with staff and they behave well. Children enjoy a good variety of activities, showing great enthusiasm and are keen and interested in what they are doing.

Our findings

Children felt safe and happy. They were made to feel valued and so they settled well and quickly once arriving, expressing their enjoyment, seeing staff and their friends. They were exceptionally familiar with the daily routine which provided them with ample opportunities to experience different environments both indoors and outside. Children were able to form positive emotional attachments with staff and each other. They played happily alongside one another and chatted with ease together during meal and snack times. All children participated enthusiastically in what was on offer. They knew their needs and preferences were completely understood for example a child making a small noise had their lunch time apron taken off immediately.

Children interacted well and had great fun at the service. They clearly liked the staff and co-operated well following instructions. Children listened carefully and were starting to take responsibility. For example, when given tasks to tidy up each child happily did so working together as a team to ensure the toys and resources were safely tidied away. They took turns well sharing equipment. such as scooters.

As a result of the opportunities they are given, children were motivated and confident to play and learn. Children were enthusiastic, and experienced free play with adults on hand to help with activities. Children engaged positively with activities and were eager to show us what they were doing and older children confidently told us how much they liked coming to play. Photographs evidenced the variety of experiences and the fun the children had whilst at the service.

Children were interested in and enjoyed the range of play experiences they had. Children were provided with positive opportunities to develop their independence, learning and developing. Children were able to accomplish things for themselves. For example, they washed their hands independently. Children had frequent opportunities to learn and develop their independence. They persevered well and showed patience when waiting for their turn at circle time.

2. Care and Development

Good

Summary

Staff have warm relationships with the children and know them well. Staff ensure children are kept safe and promote healthy lifestyles. Staff provide an interesting range of activities and meet children's individual needs well. They encourage positive interactions and are good role models.

Our findings

Staff had a good understanding of how to keep children safe. They understood the policies and procedures in relation to safeguarding and child protection. Staff had completed relevant training which enabled them to provide first aid treatment. Accident and incident records were completed appropriately. Staff ensured children were protected from cross infection by a high level of hygiene which involved changing gloves frequently during tasks such as wiping tables. Staff kept the environment free from hazards and promoted the children's safety providing individual support as required. Staff promoted physical activity outside and provided good opportunities for children to be active. Staff had considered risk assessments for example when taking children on visits in the local area and taking care when entering a room in case children were behind the door. Staff kept children well hydrated with fresh drinking water freely available.

Staff positioned themselves well and were very calm and consistent with their approach to managing interactions and behaviour management and as a result, children were calm and behaved well. Staff reminded children of simple rules such as kind hands. Staff kept the children happy and busy and sat alongside the children whilst they played, offering guidance and encouragement through lovely interaction and plenty of praise. Staff were familiar with the children in their care and positive bonds of affection were apparent as children approached them comfortably. They spoke to the children affectionately and a very relaxed atmosphere was apparent with lots of smiles and giggles. Staff responded promptly to their needs and had a positive rapport and interacted warmly and soothingly with the children.

Staff provided a good range of activities and visits. These were well planned taking into account children's needs and interests. Resources and play opportunities were all suitable for the ages and stages of development of the children such as story time which was the children's choice. Experiences developed children's senses and curiosity particularly when visiting local areas of interest such as the beach. Staff treated children as individuals and they gave children the opportunity to do as much or as little as they wished whilst still promoting independence whilst washing and wiping their faces. Staff also promoted

independence by allowing children to move freely around the environment and setting out resources thoughtfully.

3. Environment

Good

Summary

Leaders are committed to ensuring children are cared for in a safe and suitable environment. Children are provided with a welcoming, clean, and safe environment. Leaders provide a range of resources which promote children's play and learning and develop their curiosity. The layout encourages children's independence. Leaders ensure there are systems in place for regular maintenance of the premises and hazards are quickly identified and addressed.

Our findings

Leaders made good use of the rooms. They had effective checks in place to ensure the environment was safe and free from hazards before children arrived and during their time in the service. The environment was kept clean and areas were tidy. A record of visitors to the service was maintained and the doors locked to prevent unauthorised access.

There was plenty of space indoors and outdoors to move around and be active and areas of interest were thoughtfully set out. Toy boxes were easily within reach to children. Suitable toilets and hand washing facilities all promoted children's independence. There were well equipped and defined areas and children's craft work and photographs were on display, making the environment homely and providing a sense of belonging. The outdoor enclosed garden and visits in the local area provided an effective learning and play environment for children. The environment was warm, bright, and airy and provided children with a range of opportunities to investigate and explore and encouraged them to learn through play.

Leaders ensured resources and equipment were clean, in good repair and suited the children's ages and stages of development. The choice of resources encouraged children to follow their interests and develop different skills. For example, children were developing their balancing and pedalling techniques on toys outdoors and hand eye co ordination playing games. Ample amounts of good quality resources and suitable tables and chairs enabled everyone to sit together to eat snack or carry out table top activities such as games. There were lovely pieces of equipment with see through panels which enabled the babies to play a hilarious game of peek a boo. Resources were varied and leaders made sure children had a range of household and natural resources which could be used in different activities.

4. Leadership and Management

Good

Summary

Leaders understand their roles and what needs to be in place in order to manage the service effectively and fully meet standards and regulations. Leaders ensure completed paperwork is kept in good order and easy to find. Leaders support staff well and encourage them to attend courses relevant to the children's care. There are positive partnerships with parents and the local authority and leaders ensure there are systems in place to monitor the service.

Our findings

Leaders understood their role in managing the service. They ensured the service's statement of purpose was accurate and provided parents with the information they needed in order to decide whether the service met their and their child's needs. Leaders ensured record keeping was kept up to date and easily available. The attendance of children and staff was recorded.

Leaders were in the process of completing an annual review and parents and older children were asked for feedback in relation to all aspects of the running of the service. Leaders took into account views of the children through observations and talking to the children about what they liked to do. We spoke to parents who told us they were very happy with the service. Staff told us they were happy and changes made by leaders in re arranging areas and space especially outdoors and providing more equipment had improved the service and were of benefit to them and the children. Leaders are pro active in moving the service forward and take into account national and local priorities which will improve outcomes for the children such as the Healthy and Sustainable pre-school initiative.

Leaders followed safe and timely recruitment processes and all staff files and records and information were easily available. Leaders ensured staff were well supported and encouraged them to attend training and other courses.

Leaders had established positive partnerships with parents. Parents have the opportunity to attend parents' evenings where they can take time to discuss the progress and development of their child. Parents provided written information about their child before starting and leaders ensured these were shared with staff in relation to each child's needs and preferences. Leaders gave examples of how they had worked closely and effectively with parents and professionals to ensure children with individual needs received the care

they needed. Leaders are going to introduce a parent and baby first aid course to ensure parents are able to provide first aid in an emergency. Parents were highly complimentary about the service and told us how their child loved attending. There is a good working relationship with the local authority and a teacher visits the service to provide advice and guidance which has a positive impact on outcomes for the children and their families.

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 unannounced inspection carried out as part of our schedule of inspections.

One inspector visited the service on 6 September 2019 between 9am and 4pm and had a meeting with the registered person and deputy manager on 1 October 2019 to discuss feedback.

we:

- inspected a sample of documentation and policies;
- observed practice to capture evidence of children's engagement and the care being provided by staff;
- spoke to the children, the registered person and staff;
- spoke to the early years teacher and had very positive feedback about the provision; looked at the areas used by children and resources on the days of our inspection; and
- gave feedback to the registered person and one of the deputy managers of what we found and areas for improvement.
- we received an update during the feedback meeting with the registered person to confirm all recommendations had been met.

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	Karen Parmar
Person in charge	Beverley Sargent Jessica Jones
Registered maximum number of places	31
Age range of children	Under 12 years
Opening hours	8am to 6pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	31 October 2017
Dates of this inspection visit(s)	6 September 2019. Feedback was given during a meeting on 1 October 2019.
Is this a Flying Start service?	No
Is early years education for three and four year olds provided at the service?	Yes
Does this service provide the Welsh Language active offer?	No
Additional Information:	

Date Published 09/12/2019

No noncompliance records found in Open status.