



Childcare Inspection Report on

Aspire Day Nursery

**69-71 Pontardulais Road
Gorseinon
Swansea
SA4 4FF**



Date Inspection Completed

13/03/2020

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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

Aspire Day Nursery was registered with Care Inspectorate Wales (CIW) in April 2012. The registered person is Rowena Bent and Sarah Thomas is the person in charge. The service provides full day care for up to 29 children from birth to eight years old, Monday to Saturday 7.30am to 6.30pm. The nursery is in the ground floor of a detached house in Gorseinon, Swansea. The main language of the service is English.

Summary

Theme	Rating
Well-being	Adequate
Care and Development	Poor
Environment	Adequate
Leadership and Management	Adequate

1. Overall assessment

Overall, the children are content and happy at the service. Staff are caring and know the children well, but need to improve hygiene practices. The environment provides a selection of play and learning opportunities for all children. The outdoor area is secure and is used for activities such as the 'daily mile', 'Muddy Mondays' and 'Forest Fridays'. The leadership and management of the service needs to improve in order to meet all regulations.

2. Improvements

Following the last inspection, the service has made improvements to the outdoor area, with an all-weather canopy built at the rear of the building. There is new flooring in the main entrance area of the nursery. The leaders have introduced 'question of the month', to seek the parents' views on various aspects of the nursery.

3. Requirements and recommendations

During this inspection, we identified areas where the registered person is not meeting the legal requirements and this is resulting in potential risk and/or poor outcomes for children using the service. Therefore, we have issued a non compliance notice in relation to the following:

- Safeguarding and Promotion of Welfare (Regulation 20): The registered person does not ensure that staff follow safe hygiene practices or implement effective cleaning processes.

Details of the actions required are set out in the non-compliance report attached.

We have also informed the registered person that improvements are needed in relation to staff recruitment (regulation 28) and record keeping (regulation 30), in order to meet the legal requirements. A notice has not been issued on this occasion, as there was no immediate or significant impact for children using the service. We expect the registered person to take action to rectify this and it will be followed up at the next inspection.

We have also made a number of recommendations and these are included at the back of this report.

Summary

Children are generally settled and content at the service. They have some opportunities to make choices and decisions. They have positive bonds with each other and staff, who know them well. Children enjoy their play and learning; they develop their independence and gain a sense of achievement.

Our findings Children have some opportunities to make choices and decisions about what affects them. Older children took part in activities outside, where they were able to freely choose and move to a number of messy play activities. However, their choices indoors were more limited, even though the resources were available. At lunchtime, children chose which fruit they would like for pudding. Younger children were able to choose what to play with, from the selection of resources available, with staff supporting them.

Children are content and relaxed. They have a sense of belonging and are becoming familiar with routines. A child asked an adult to “*sit by me*” at carpet time, with the adult responding by sitting next to child. Children co-operate and are generally interested and engaged. A younger child played cooperatively with an adult, collecting coloured balls. A group of older children engaged and shared instruments well during a music activity.

Interactions between children and adults are mostly positive. However, children do not always have their needs met promptly. For example, a child was upset and was told by a staff member that it was snack time and time to tidy up, before being given comfort. There were positive interactions at lunchtime with staff and older children in conversations about birthday parties and up-coming events.

Children take part in activities that result in a reasonable feeling of achievement and self-esteem. For example, after the ‘daily mile’ activity a child proudly commented “*I runned super-fast*”. Staff praised this and said, “*Well done – good job*”. However, children’s requests can sometimes be missed. For example, a child wanted to dress up, but was initially told ‘*later*’ due to it coming up to snack time. After further requests, staff supported the child to dress up, who was happy and very proud. Younger children enjoyed offering each other and staff ‘a cup of tea’, smiling, saying ‘*ta*’ whilst engaging in the role-play. There are photographs throughout the nursery of the children enjoying a range of activities.

Children have some opportunities to develop their independence skills. They do some things for themselves successfully and problem solve. Older children served their own drinks and meals with adult supervision. They were encouraged to find and put on their own coats, attempting to do the zip before outside play. Children develop a range of skills appropriately through play activities. For example, they enjoyed modelling with playdough and mark making activities to develop their fine motor and creativity skills. Older children developed their social skills at circle time and story time.

2. Care and Development

Poor

Summary

Staff are kind, caring and promote a positive atmosphere at the nursery. They support children to develop their skills and they use positive behaviour strategies. However, staff are inconsistent in meeting the safety needs of the children, particularly in relation to hygiene, and we have issued a non-compliance notice in relation to this.

Our findings

There are policies and procedures in place to safeguard and promote children's well-being. However, staff do not always follow these in relation to hygiene practices. Following our visit, the registered person confirmed additional cleaning systems had been introduced, with reminders regarding handwashing as well as daily and weekly cleaning checks now also in place. Staff follow suitable procedures to ensure that sleeping children do not share sheets or blankets. The registered person confirmed that a qualified first aider is always on site and staff complete records of any accidents appropriately. There are very regular fire drills at the service. Staff have a basic understanding of child protection procedures and the registered person confirmed that staff attend training on 'Prevent Duty' to enable them to identify any concerns about radicalisation. The service promotes the Healthy Preschool Scheme and staff provide a variety of healthy meals, with an alternative, if needed. Staff subtly meet children's individual dietary needs. For example, they give all children the additional option of dairy free butter on their toast. Staff are aware of the signs and symptoms of each child with allergies or intolerances and the action taken if needed. However, staff do not follow safe hygiene practices in relation to; hand washing, nappy changing and cleaning. We have issued a non-compliance notice in relation to this.

Staff understand the behaviour management policy and generally implement positive behaviour management strategies. For example, they use positive reminders such as 'kind hands' and they use distraction techniques as necessary. They give praise regularly, such as "*well done*", "*da-iawn*" and "*great job*". Staff speak mostly in English; Welsh is not actively promoted.

Most staff are aware of children's individual development. They plan reasonably well for the next steps and review progress. Staff assess children, and inform leaders of any learning/behaviour difficulties or emerging needs. Staff and leaders work together to support children with additional needs and their families. They provide an appropriate range of play and learning activities including 'Muddy Mondays' and 'Forest Fridays' where the children use the outdoor area, visits to local parks/walks and the 'daily mile' physical activity. During outside 'messy play' staff supported children in learning about mixing water and sand, using tools to mark make and recognise colours/patterns, the same was not reflected within the indoor environment. Overall, staff know the children well and meet their individual needs appropriately. However, at times, staff do not follow effective routines and ensure that they

are always deployed effectively. For example, at snack time two staff tidied up, leaving one staff member to comfort two children.

3. Environment

Adequate

Summary

Leaders provide an adequate environment both indoors and out, although improvements are needed to cleaning procedures. There have been improvements to some areas within the nursery. There is a suitable range of resources and equipment available to meet a variety of needs and interests.

Our findings

Overall, leaders ensure that the physical environment is safe and secure. There is a telecom entry phone, with a password system in place for each child. Leaders ensure that staff complete suitable safety checks, including daily checklists and room temperature checks through the day. Fire equipment and safety checks are completed annually. Leaders complete and regularly review risk assessments. Following the visit, the registered person has updated these to ensure they fully reflect current practices.

Leaders ensure that the premises are in the main welcoming, warm and accessible to most. However, some parts of the building looked tired and in need of de-cluttering. Leaders provide sufficient indoor play space for children to move freely most of the time. There are two rooms, one for younger children and a large open plan room for older children. Leaders have arranged each room into a variety of areas to promote different learning opportunities, for example, a role play area, a reading area and a mark making area. However, children were not encouraged to access all these areas freely.

Leaders provide resources and equipment in both rooms suited the ages that were accessing them. Staff label toy boxes with bilingual signs and pictures so children can easily see what is inside. Bilingual signs were visible within the nursery, with some prompts and every day sayings. Leaders provide some resources to promote equality and cultural awareness and staff create displays highlighting significant events such as St. David's Day, Dydd Santes Dwynwen and Mother's Day. The setting has a variety of multi-cultural dressing up clothes and resources.

Leaders ensure that the outdoor play space is regularly used. They extend children's knowledge and development in the outdoors by offering a basic range of age appropriate resources, including a mud kitchen, large grass area and small sandpit. Leaders ensure children can play outdoors in all weathers under the recently built canopy.

4. Leadership and Management

Adequate

Summary

Leadership at the service is generally appropriate. However, leaders do not ensure that they fully meet all the regulations. They have a suitable statement of purpose, a range of policies and procedures and they complete a detailed quality of care report. The leaders have effective relationships with parents and are developing partnerships with external agencies. They adequately manage staff through supervision, appraisals and regular team meetings. However, they do not always ensure that recruitment procedures are robust and meet regulations.

Our findings

Leaders have an up-to date; satisfactory statement of purpose that reflects the service provided and meets most of the National Minimum Standards. They review their policies annually and ensure that these are generally implemented in practice. However, a few policies need minor adjustments to ensure that information is current. A separate policy on Prevent Duty has been developed following the last inspection. Leaders ensure that most of the required records are kept. However, they do not ensure that all records are fully completed as there were incomplete medication records and registers.

Leaders review the service annually, with a thorough reflection on specific issues such as accidents. They seek the suggestions of children, their parents/carers and practitioners. They have recently completed a quality of care report, which includes clear action based on feedback of parents. Following the last inspection, leaders are promoting more independence for older children at mealtimes and they have developed question of the month for parents. They consider feedback and implement improvements if necessary, such as a new checklist for drivers who transport children.

Leaders ensure that they deploy a sufficient number of staff but they do not always follow robust recruitment processes. Leaders had not completed all the required suitability checks before new staff started working with the children. They had not obtained two references, personal identification, full employment history or Disclosure Baring Service (DBS) checks for all new staff. Leaders informed us that staff supervisions take place regularly and appraisals annually. However, there were not records in the files of all staff members to support this. Leaders confirmed that they support staff, through an open door policy, regular staff meetings and use of 'WhatsApp' team messages. There is an effective planning system in place to ensure that appropriate staff ratios are maintained. They use part time staff and staff from a sister service to cover staff absences, which ensures that children are supported by adults that know them well.

Leaders ensure that communication and engagement systems with parents are appropriate. The service keeps parents informed via daily written and verbal feedback,

alongside a parent information board in the foyer. There is also information and guidance available in the hallway of the nursery. There are regular newsletters and updates on social media. An annual parent's evening is held with the child's key worker and a written development report is provided. The leaders work in partnership with other professionals and provide required information as needed, for example development targets. The service is taking part in a new pilot to access advice, particularly in relation to speech and language therapy and from health visitors.

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:

- encourage staff to sit with children at meals times;
- provide children with more opportunities to make choices;
- ensure all staff have a clear understanding of their roles and responsibilities;
- ensure all current staff have an understanding of Prevent Duty;
- develop the use of Welsh language.

6. How we undertook this inspection

This was a full unannounced inspection as part of our normal schedule of inspections.

Two inspectors visited the service on 13 March 2020 for approximately nine hours. We:

- observed practice and completed observations using the SOFI 2 tool to capture evidence of children's engagement and the care being provided by staff;
- inspected a sample of documentation and policies;
- spoke with children, parents, staff, the person in charge and the registered person;

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	Rowena Bent
Person in charge	Sarah Thomas
Registered maximum number of places	29
Age range of children	0 to 8 years old
Opening hours	7.30am to 6.30pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	07 July 2017
Dates of this inspection visit(s)	13 March 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?	No, 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</i> for Welsh language in social care'.
Additional Information:	

Date Published Insert_Report_Published_Actual_Donot_Delet



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

Children's 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 CSSIW's website
www.careinspectorate.wales

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Care and Development	Our Ref: NONCO-00009399-BTTS
Non-compliance identified at this inspection	
Timescale for completion	21/09/20
Description of non-compliance/Action to be taken	
Regulation number	
The registered person does not ensure that staff follow safe hygiene practices or implement effective cleaning processes. The service must ensure that good/ safe hygiene is effectively promoted across all areas, not only in written documentation but embedded into normal practice, with all staff and children.	20 (1) (a) (b)
Evidence	
<p>The registered person is not compliant with regulation 20: safeguarding and promotion of welfare.</p> <p>This is because the registered person does not ensure that staff follow safe hygiene practices or implement effective cleaning processes.</p> <p>The evidence:</p> <p>During our inspection visit, staff did not follow safe hygiene practices: they did not wash their hands prior to serving food; they did not ensure younger children's hands were washed prior to meal times; they did not ensure that older washed their hands after returning from outside play, and only did this prior to afternoon snack after the inspector prompted them. A child dropped their dummy on the floor and this was picked up and given back to the child on two different occasions.</p> <p>Staff did not follow the setting's nappy changing procedure: they did not wash their hands after each nappy change and they moved to a different room to wash their hands, after the inspector prompted them to wash them, risking cross contamination.</p> <p>Staff did not ensure that the environment was clean and hygienic: they did not clean surfaces regularly, including surfaces where food was served; they did not ensure that all areas accessed by children were clean and free from hazards; toys and furniture in the nursery were dirty and there were flakes of paint on the floor in the younger children's play room.</p> <p>The impact on children using the service is that there is a risk to their health and safety.</p>	