



# Childcare Inspection Report on

**Broga Bach Day Nursery**

**Unit A2  
Knight Court (Block A)  
Saint David's Industrial Estate  
Pengam  
NP12 3SW**



**Date Inspection Completed**

15/01/2020

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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

## Description of the service

Broga Bach Day Nursery operates from a purpose built unit on the St Davids industrial estate in the Pengam area of Caerphilly. It has been registered since August 2013 to provide care for a maximum of 12 children. Care is offered to children from six months to four years, Monday to Friday, 8.00am to 6.00pm. The registered person (RP), with overall responsibility for the service is Anne Jarrett. She is also the person in charge (PiC), who has responsibility for the day to day management of the service. Care is provided mainly through the English Language with good use of incidental Welsh.

## Summary

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

### 1. Overall assessment

Children are generally happy and settled. They have adequate opportunities to lead their own play and learning and choose their own resources. Children form good bonds with staff. Due to adult to child ratios not always being adhered to, children do not always have appropriate levels of adult support and interaction. Staff are suitably qualified and attend all required training. They provide children with a suitable range of activities to promote their all-round development. The environment is clean and well maintained with age appropriate resources and furniture. Leadership of the service requires improvement to ensure that it complies with the Child Minding and Day Care Regulations (Wales) 2010 and National Minimum Standards for Regulated Child Care.

### 2. Improvements

Some of the recommendations from the last inspection have been implemented:

- Children have their own nappy cream;
- Some improvements have been made to the outdoor play space and
- The safeguarding policy has been updated with details of 'Prevent' and one member of staff has attended training.

### 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 of harm and some poor

outcomes for children using the service. Therefore, we have issued a non-compliance notice in relation to the following:

- Staffing - Regulation 27

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

We have made a number of recommendations mainly in relation to care and development and leadership and management. These are referred to in the body of the report and summarised in section 5:2.

# 1. Well-being

Adequate

## Summary

Overall, children are happy and settled at the service. They form positive relationships with staff and are beginning to form friendships with their peers. There are some opportunities for children to lead their own learning and develop independence.

## Our findings

Most children are confident to communicate and make their needs known. They join in with stories and singing and are happy to offer their opinions because they know they will be listened to. They have opportunities to lead their own learning and follow their interests. They choose from resources that are easily accessible. Babies have less opportunities to make choices as there are less resources available to them.

Children feel safe at the service. Routines are well established and children know what to expect when they attend. They form positive attachments with staff and this helps to develop a sense of security. We observed younger children receiving cuddles from staff and older children welcomed staff joining in with their play. At times, children sought adult attention and there were insufficient staff available to offer support and interactions. For example, during lunch time, younger children became disengaged and restless as they waited for adult attention.

Children interact well with peers and staff. Younger children are learning to co-operate, take turns and share. We observed them handing resources to each other and taking turns to stack cups, with gentle reminders from staff. Older children are becoming self-disciplined and are developing an understanding of right and wrong. They are beginning to form friendships. For example, we observed two children sitting on a sofa together, looking at a book and chatting happily before moving on to another activity together.

Children generally enjoy their play and learning. There are sufficient activities for older children to have variety and choice and there is plenty of time for children to lead their own learning. We observed older children taking part in a variety of activities. For example, listening intently to stories and completing wooden puzzles. Younger children enjoyed playing with toy food and joining in with nursery rhymes. One child particularly enjoyed looking out of the windows for lorries and was very excited when a driver waved back at them. At times during the first visit, younger children were not sufficiently engaged and did not have independent access to suitably engaging resources. This had improved by the second visit.

Children generally develop well in line with their age and stage of development. There are suitable opportunities for children to develop independence and self help skills such as using appropriate cutlery to feed themselves and putting their own coats and wellies on.

## **2. Care and Development**

**Adequate**

### **Summary**

Children are cared for by suitably qualified staff. There are suitable policies and procedures in place to ensure children's safety. Meals and snacks are healthy and nutritious. Staff have good relationships with children. They manage interactions well and work in line with the behaviour management policy. There is good use of Welsh throughout the service. Due to staff ratio's not being consistently maintained, children do not always receive appropriate levels of adult support and interaction.

### **Our findings**

Staff have an understanding of how to keep children safe and healthy. They are suitably qualified and attend all required training such as food hygiene, paediatric first aid and safeguarding. There are suitable policies and procedures in place. One member of staff has attended 'Prevent' training. This has been disseminated to all staff during a staff meeting and is included in the safeguarding policy. Accidents and incidents are appropriately recorded and were seen to be of the expected nature for the age range of the children. Medication is appropriately administered and recorded. Detailed information is gathered for children with medical conditions prior to them starting at the service and staff are knowledgeable about their needs. Sleeping babies are checked regularly but staff do not currently record checks. This was raised as a recommendation at the last inspection. Snacks and meals are healthy and nutritious and children brush their teeth after eating. Water is available for children throughout the day although staff ask children regularly if they would like a drink and it is not independently accessible.

Staff manage interactions well. There is a clear behaviour management policy which is consistently implemented by staff. We heard lots of praise for positive behaviour and children responded well to requests from staff. For example, they helped to tidy away when asked. Older children are aware of the expectations as staff adopt a consistent approach. On the days of the inspection, behaviour was very good. When reminders were needed they were done in a calm and sympathetic manner.

Staff generally meet individual needs and promote children's development. They make good use of opportunities for language development and use incidental Welsh effectively. They provide children with a caring and nurturing environment and treat all children with dignity and respect. They provide a suitable range of adult led activities and children have access to suitable opportunities for free choice play. Daily planning is completed to ensure all children have equal access to activities. Activities are evaluated on completion. Some records are kept of children's progress. These are basic and whilst next steps in learning are identified by staff, there is no clear link between these and the activities provided. We also noted that at times, staff found it difficult to meet individual needs effectively. For

example, on the first day of the inspection there were not enough staff to prepare meals, supervise children appropriately and carry out tasks such as nappy changing.



### 3. Environment

**Adequate**

#### Summary

Children are cared for in a safe and secure environment. The building is clean, well maintained and decorated. Appropriate safety checks are undertaken in a timely manner and daily risk assessments are carried out. Furniture and resources are age appropriate. Free choice resources for younger children to access independently are limited.

#### Our findings

Leaders ensure that the premises are secure. Visitors can only enter the premises if admitted by a member of staff and there is an accurate record of all visitors to the service. Regular emergency evacuation drills are undertaken, ensuring that all children know what to do in the event of an emergency and comprehensive records are kept. Firefighting equipment is checked appropriately and electrical safety testing is undertaken in a timely manner. There is no gas supply to the building. Risk assessments are produced for most areas. There are no risk assessments for specific activities that could pose a risk to children.

Leaders ensure that the environment is suitable for the age range of the children. There is sufficient space for the number of children cared for. Playrooms are bright and well decorated with current displays, although these do not currently display children's work. There is suitable furniture for younger children to sit and eat or take part in activities and babies have a comfortable space to sleep and rest. There is a large outdoor play space which provides opportunities for children to be physically active. While some improvements have been made to this area following the last inspection, it is still under developed and there are missed opportunities to challenge children, develop motor skills and encourage their curiosity.

Leaders ensure that children have access to good quality resources that are age appropriate and well maintained. They are stored at low level, allowing children to access them independently. Resources are predominantly plastic and include very few natural, recycled or household items. We also noted that children did not have access to continuous provision indoors such as sand, water, messy play or art and craft. Art and craft activities are provided at times throughout the day but do not form part of children's free choice. We also noted that there were minimal resources to promote diversity and multiculturalism.

## **4. Leadership and Management**

**Poor**

### **Summary**

Overall, leadership of the service is in need of improvement. Leaders have not always ensured that the appropriate adult to child ratios meet the National Minimum Standards for Regulated Child Care and this impacts on the ability of the staff to meet children's individual needs. Overall, appropriate policies are in place but these need to be organised and easily accessible. There are systems in place for self evaluation of the service but leaders should develop an action plan for improvement to ensure the service is subject to continuous improvement.

### **Our findings**

Leadership of the service requires improvement. Leaders have not always been effective in ensuring that the service always operates in line with the Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards for Regulated Child Care. The statement of purpose is up to date and provides an accurate overview of what the service provides. Appropriate policies and procedures are in place and these are consistently implemented by staff. However, paperwork is not effectively organised.

There are systems in place for the self-evaluation of the service. An annual quality of care report is produced and this takes into account the views of parents. It does not currently reference the impact of any improvements on children's outcomes and well-being. Leaders do not currently produce an action plan for improvement to ensure that areas for improvement are identified.

Leaders do not manage staff sufficiently well to ensure that the adult to child ratios are consistently maintained. During the first visit there were insufficient staff for the number and ages of children in attendance. This is a serious issue and we have issued a non-compliance notice in relation to it. There are currently only three staff working at the setting and there is no contingency plan in place to cover staff absence or illness. We also discussed with the RP/PiC the need for staff to have a lunch break during the day as current staffing arrangements do not suitably allow for this.

Staff have some supervision and appraisal but this is inconsistent and there is no differentiation between the forms used to record supervision and appraisal meetings. Staff meetings are held monthly and minutes are kept. There is a consistent staff team. All staff have been at the nursery since it opened and have appropriate documents to demonstrate their suitability to work with children. Documentation relating to staff is stored in different places and not well organised.

Leaders have established some effective partnerships with parents. We saw parent questionnaires that evidenced a high level of satisfaction with the care provided.

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

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

None

### **5.2 Recommendations for improvement**

- Ensure that children have access to continuous provision such as messy play and art and craft;
- develop the range of natural, recyclable and multicultural resources;
- ensure that staff have regular supervision;
- develop an action plan for improvement of the service;
- identify contingency procedures to cover staff absences;
- develop risk assessments for risky activities and
- ensure paperwork is effectively organised.

## **6. How we undertook this inspection**

This was a full, unannounced inspection undertaken as part of our normal schedule of inspections. The inspection was carried out by one inspector over two visits. Information for the report was gathered from the following:

- Observation of care practices and interactions between staff and children;
- a visual inspection of the premises;
- conversations with children and staff and discussions with the PiC and deputy;
- scrutiny of service documentation such as staff and children's registers, policies and procedures, the statement of purpose and children's records;
- consideration of information held by CIW including the last inspection report and
- we provided feedback to the PiC 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)

## 7. About the service

Type of care provided	Children's Day Care Full Day Care
Registered Person	Anne Jarrett
Person in charge	Anne Jarrett
Registered maximum number of places	12
Age range of children	6 months to 4 years
Opening hours	Monday to Friday 8.00am to 6.00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	19 September 2017
Dates of this inspection visit(s)	13 January 2020 15 January 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 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 for Welsh language in social care</i> '.
Additional Information: None	

Date Published 05/03/2020



## **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 CSSIW's website

[www.careinspectorate.wales](http://www.careinspectorate.wales)

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Date of publication: **4<sup>th</sup> March 2020**

<b>Leadership and Management</b>	<b>Our Ref: NONCO-00009098-YRCJ</b>
<b>Non-compliance identified at this inspection</b>	
<b>Timescale for completion</b>	<b>13/03/20</b>
<b>Evidence</b>	
<b>Description of non-compliance/Action to be taken</b>	<b>Regulation number</b>
Regulation 27: Staffing	
<ul style="list-style-type: none"> <li>- The registered person is not compliant with regulation 27(a) and 27(b) : Staffing.</li> <li>- This is because registered person has failed to ensure that adult to child ratios meet the requirements of the National Minimum Standards for Regulated Child Care at all times and as a result some children's needs were not appropriately met.</li> <li>- The evidence is that for a short period of time two members of staff were caring for seven children under two years old, requiring a ratio of 1:3, and three children two to three years old, requiring a ratio of 1:4. One of the members of staff was preparing snack, leaving one member of staff to supervise the children. A third member of staff arrived at 10.30am but the service was still out of ratio for children under two years old. There were insufficient staff to appropriately supervise and support children, prepare meals and carry out tasks such as nappy changing.</li> <li>- The impact on people using the service is that children are not always adequately supervised. They may not be appropriately supported or protected from unnecessary risks and their individual needs are not met.</li> </ul>	