



Childcare Inspection Report on

Jelly Totz Childcare Limited

**Ferrymans
Newbridge Road
Pontllanfraith
Blackwood
NP12 2XF**



Date Inspection Completed

20/01/2020

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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

Jelly Tutz Childcare Ltd has been registered since March 2014 and is currently able to care for up to 60 children aged from six weeks to 12 years. It is open from 7.30am to 6.00pm, Monday to Friday throughout the year. It offers full and part time care as well as a drop off and school collection with a wrap around service from local schools. They also run a school holiday club. There are two Responsible Individuals (RI) who have overall responsibility for the service. They have nominated two Persons in Charge (PiC) to take responsibility for the day to day management. Care is delivered through the English language with the use of incidental Welsh.

Summary

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

1. Overall assessment

Children are happy and settled at the service. They form positive relationships and most children make good progress in line with their age and stage of development. They are well cared for by suitably qualified staff who know them well. Staff are well supported and attend all required training. They are enthusiastic about their roles and have a good understanding of child development. The environment is clean and well maintained. Resources are stimulating and appeal to children's interests. Leadership of the service is effective and ensures they work consistently in line with the requirements of the Child Minding and Day Care Regulations (Wales) 2010 and National Minimum Standards for Regulated Childcare.

2. Improvements

All recommendations from the last inspection have been implemented.

3. Requirements and recommendations

There were no areas of non compliance identified during this inspection. Practice recommendations are referred to in the body of the report and summarised towards the end.

1. Well-being

Good

Summary

Children are happy and settle well at the service. They have plenty of opportunities to follow their interests and lead their own learning. They are confident to communicate because they know that their opinions are valued. Children develop good levels of independence. They understand the expectations of behaviour and many are beginning to form friendships.

Our findings

Children at the service have a strong voice. They have many opportunities to follow their interests and are able to lead their own learning. They know what is on offer and can clearly see what resources are available to them, which helps them to make appropriate choices. For example, in the baby room, we saw children taking resources from baskets. They were very familiar with the environment and explored confidently. We heard children approaching staff confidently and all attempts to communicate were valued.

Children feel safe and valued at the service. Routines are well established and this helps to develop a sense of security. Children's work is displayed throughout the building demonstrating that their efforts are valued. We heard lots of praise for positive behaviour and children respond well to the recognition. Children form good bonds with staff and receive consistent care from their key worker. We observed warm interaction between children and staff. For example, babies received cuddles and older children chatted and joked with staff.

Children interact well with staff and peers. They respond very well to requests from staff. For example, we observed children helping to tidy away at the end of the session. Children play well alongside each other or together, appropriate to their stage of development. Older children are beginning to manage their own behaviour and are becoming sensitive to the needs of others. For example, they were sympathetic and recognised when one child was feeling unwell.

Children enjoy their time at the service. This was evident through lots of smiles and laughter. Children engage well in activities provided and sustain interest for appropriate lengths of time. For example, a group of toddlers were totally engaged in a messy play activity with shaving foam, ice and flour to create a snowy scene and pre-school children persevered to release toy penguins from blocks of ice.

Children have very good opportunities to develop independence. They put their own coats and shoes on, appropriately supported by staff and access toilets independently when appropriate. During snack and meal times children feed themselves using age appropriate cutlery. Older children serve themselves and pour their own drinks. In the pre-school room, meal times are very sociable. Children use real crockery with cups and saucers and each table has a vase of flowers.

2. Care and Development

Good

Summary

Children are cared for by suitably qualified staff who create a nurturing and caring environment. They provide children with a good range of activities that are stimulating and help to promote their all round development. Staff have a good understanding of how to keep children safe and healthy. They provide a healthy menu and work consistently in line with service policies and procedures. Staff manage interactions well and value their relationships with children.

Our findings

There are good systems and procedures in place to ensure that children are safe and healthy. Staff have completed all required training such as paediatric first aid, food safety and safeguarding. They are aware of key policies and consistently work in line with these. Staff we spoke to were confident with the procedures for referring concerns about children. There is a detailed safeguarding policy which includes information on 'Prevent', which is a government initiative to support child care providers to recognise signs of extremism and radicalisation. Fire evacuation drills are undertaken regularly and risk assessments are robust. However, specific risk assessments for school collections and drop offs were not in place. These were developed and submitted to us immediately following the inspection. Accidents are appropriately recorded and carefully monitored to identify any trends or patterns. Incident reports are detailed. However, these should be monitored to ensure they include a succinct summary and are easy to understand. We viewed the medication policy and records and saw that parents give consent daily. Medication is appropriately administered and these records are also carefully monitored by managers. First aid kits were seen to be complete but there is currently no record of when they are formally checked. Food provided to children is freshly prepared, healthy and nutritious. Drinking water is independently accessible for children throughout the day and children take part in the 'Design to Smile' initiative to promote dental hygiene.

Staff manage interactions well. There is a detailed behaviour management policy which promotes positive behaviour management strategies. Staff were seen to work consistently in line with this. We heard lots of praise for positive behaviour and when reminders were needed, these were given in a calm and sympathetic manner. On the days of the inspection, behaviour was very good.

Staff have formed good relationships with children and understand their individual needs. Activities are planned to appeal to children's interests and are often adapted 'in the moment' to follow the children's lead. All children have individual learning plans, completed by their key workers, to identify specific skills and next steps in learning. Key workers undertake regular observations of children's progress towards their targets. Photographic evidence of children's achievements is recorded against the areas of learning. We looked at

a number of children's files and saw that this approach was consistent across the age groups. We noted that staff recognise individual preferences and do not interrupt play unnecessarily. For example, one child was engrossed in playing with trains and train track so they were asked if they would like to take the activity outside with the other children. The child was very happy to do this and continued the activity in the garden. Incidental Welsh is used throughout the age groups and multiculturalism is promoted. For example, children taste Chinese food as part of their work for Chinese New Year.

3. Environment

Good

Summary

Children are cared for in a safe and secure environment. There is ample space for children move freely and explore. Rooms are clean and well maintained. Furniture and resources are of good quality and appeal to the interests of the children. There is a very good range of resources that can be accessed independently giving children good variety and choice. Safety checks are carried out in a timely manner and risk assessments are robust.

Our findings

Leaders ensure that the environment is safe. We saw that safety checks for gas and electricity are carried out in a timely manner and fire fighting equipment is tested regularly. We observed staff carrying out risk assessments of the outdoor play space prior to children using it and records show that daily checks are carried out of all areas accessed by children. At the time of the inspection, the central heating was not working, due to a damaged gas pipe outside the building. We noted that appropriate interim measures had been put in place to maintain the temperature. Additional heaters had been purchased, room temperatures were closely monitored and appropriate adaptations had been made for nappy changing. We noted that the toilets were under the required temperature and following the inspection we were notified that additional heating had been installed to rectify the issue. Staff position themselves effectively to ensure that children are well supervised. They are able to take appropriate risks in a safe environment.

The environment offers plenty of space for the number of children cared for. There is a large outdoor play space which is very well utilised. This offers ample opportunities for children to be physically active. It is separated into areas to include a natural area with mud kitchen and planting, construction and loose parts and hard surface for equipment such as bikes and scooters. Babies have a separate outdoor space. This was not seen to be used during the inspection, and is in need of attention, but staff took younger children out for walks in the local area. For example, they visited a nearby wooded area to collect sticks and leaves for an activity. Playrooms are well maintained and thoughtfully arranged to promote children's independence. Children's work is displayed along with key vocabulary in English and Welsh.

Leaders ensure that children have access to a good range of quality resources. They are age appropriate, clean and well maintained. Throughout the nursery, there is a strong emphasis on natural and recycled materials and items to stimulate 'awe and wonder'. For example, the pre-school role play area included real household items, food and a fireplace with candlesticks. Children were observed using this area very effectively. All rooms provide children with continuous provision such as sand, water and messy play. Furniture is of suitable size and design and younger children have a separate comfortable area to sleep and relax.

4. Leadership and Management

Good

Summary

Leadership of the service is effective. There are two part time PiCs and a deputy who work well together and have a shared vision for the service. There is a strong emphasis on self evaluation and the on-going improvement of the service. Staff are well supported and have good opportunities for professional development. Partnerships with parents and the local community are well developed.

Our findings

Leadership of the service is effective. The statement of purpose is clear and provides accurate information about the service, allowing parents to make an informed judgement about its suitability for their child. There are appropriate policies and procedures in place and these are shared with staff. Leaders have a shared vision for the service and are committed to the on-going improvement. They are currently completing phase four of Road to Bilingualism. Phase one and two of the Healthy Early Years Award have been achieved and the service is currently working towards phase three. All recommendations from the last inspection have been implemented. Leaders were fully engaged with the inspection process and open and transparent throughout.

There are established systems for the self evaluation of the service. Leaders produce an annual quality of care report that takes into account the views of parents, staff and children. There is a detailed action plan for improvement and leaders monitor progress towards targets. Leaders told us that they work closely with the Local Authority advisory teacher and have developed the Foundation Phase provision as a result of advice received.

Staff are well managed and supported. Recruitment procedures are robust. Appropriate checks are carried out to ensure the suitability of all staff to work with children. Staff files are well organised and seen to contain all of the required information. Staff receive supervision every half term and an annual appraisal. We spoke to staff who told us that they found these meetings very beneficial. They reported that leaders are very supportive and encourage their continued professional development. For example, one member of staff has just completed the 'Play work' qualification. Information is shared with staff through regular staff meetings. We saw that detailed minutes are kept and shared with staff.

The service has established effective partnerships with parents and the local community. We observed parents being welcomed and receiving information from staff about their children. There are annual parent evenings and parents we spoke to expressed great satisfaction with the care their children receive. Very good use is made of resources within the community. For example, children visit a local care home to interact with the residents, and regularly visit the nearby supermarket to purchase ingredients for cooking. We were

told that pre-school children travel on the bus to the nearby library to choose books and listen to stories.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

5.2 Recommendations for improvement

- Record checks of first aid kits;
- ensure incident reports include a succinct summary and clearly highlight the nature of the incident and
- develop the outside play area for babies.

6. How we undertook this inspection

This was a full, unannounced inspection undertaken as part of our normal schedule of inspections. Two inspectors visited the service on 17th January 2020. One inspector undertook an additional visit on 20th January 2020. Approximately 12 hours was spent at the service. The following methodology was used to gather evidence for this report:

- Observations of care routines and practices;
- discussion with the PiC, deputy managers and practitioners;
- conversation with several children;
- visual inspection of both inside and outside play areas;
- consideration of information held by CSSIW;
- sight of a range of policies and procedures;
- consideration of information held in staff personnel files and children's developmental files and
- feedback was given to the PiCs at the end of the inspection.

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
Responsible Individual	Bethan Morris Danielle Cooper
Person in charge	Laura Ford Dana Wynn Danielle Cooper Bethan Morris
Registered maximum number of places	60
Age range of children	6 weeks to 12 years
Opening hours	Monday to Friday 7.30am to 6.00pm
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	04 July 2017 05 July 2017
Dates of this inspection visit(s)	17 January 2020 20 January 2020
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?	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 'More Than just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: None	



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