



Inspection Report

Abigail`s Day Nursery

**Avenue House
1 King Edward Avenue
Caerphilly
CF83 1HE**



Date Inspection Completed

15/01/2021

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About Abigail`s Day Nursery

Type of care provided	Children`s Day Care Full Day Care
Registered Person	Abigail Jones
Registered places	65
Language of the service	English
Previous Care Inspectorate Wales inspection	1 October 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	The service is working towards providing the Welsh language active offer and intends to become a bilingual service

Summary

This is an inspection undertaken during the Covid 19 pandemic, therefore we have focused on the priority areas for this service and not the full quality framework.

Children settle well and feel secure in the nursery. They have close bonds with other children and they enjoy meeting with them and taking part in well planned activities. Warm and supportive relationships between children and staff are evident and it is clear staff know the children very well. Children are familiar with the new routines in place as a result of the Covid 19 pandemic. They have adapted easily, as the same staff are providing the security needed during a time of change. Staff provide children with an appropriate and appealing range of activities and experiences which promote curiosity, play and learning. The environment is welcoming and attractive. It is well-organised to maintain four separate 'bubbles' to meet the current infection control guidance safely. Active monitoring is in place to ensure the nursery responds to changes and guidelines. The leadership and management of the nursery is effective and staff feel managers listen to them and provide good support. Parents are complimentary about the nursery and value the opportunity to freely discuss any issues which arise.

Well-being

Children make decisions about how they spend their time at the nursery. They know they can choose to carry on with their play and explore the environment rather than join a group activity, until they are ready. Children like to choose the songs they sing during circle time. Children express their opinions freely and all attempts at communication are valued. They are confident to ask for help or emotional support as needed. Most children cope with separation from their parents. They form strong emotional attachments with their carers who understand their needs, preferences and feelings. One child who needed comfort was content to sit on the knee of a member of staff during snack time and showed pleasure when her friend joined her. Children are happy and settled and gain a sense of belonging from attending the nursery. They receive consistent care which fosters their self-esteem.

Most children are enthusiastic to try new experiences and activities. During meal times children choose their own food and pour their own drinks and value the sense of achievement this brings. They are happy to wait their turn and provide help to others in the group who are at a different stage of development. Children contribute ideas for activities and enjoy the opportunities which are provided. The spaceship made by the children from recycled materials demonstrates the depth of planning and participation of the children in the preschool group. This shows how the group is able to work together, find solutions and do things for themselves.

Children receive good play opportunities. They are active and curious learners and are able to influence the activities they want to follow. Children are keen to be physically active. We saw a video of lively children enjoying dancing during a Christmas party arranged in place of the annual carol concert. They access interesting experiences such as the contact with a local reptile shop. During the Covid19 pandemic children are able to view the animals virtually.

Care and Development

Staff are clear about their roles and responsibilities. They understand the need to keep to strict Covid19 policies and procedures and recognise their behaviour has the potential to affect others. Staff know safeguarding children is their main concern and all employees attend regular training to ensure their knowledge is up to date. Staff are confident to recognise any concerns with regard to the welfare of children. They carry out tasks to keep children safe and recognise the need to change procedures if they are not in the best interests of children. During the Covid19 pandemic staff show children the need to maintain distance between groups and are responsible for increased hygiene measures. All staff receive first aid and food hygiene training and know how to keep children safe. We discussed a recent incident at the nursery with the people who run the service. They told us that their policy on contacting parents was not fully implemented and action has been taken over this matter. Changes have been made to the environment, procedures have been reviewed, and staff training undertaken.

Children's behaviour is managed effectively and sensitively and takes into consideration their age and understanding. Staff are consistent in their approach and promote positive behaviour well. They listen to children and talk about what has happened. Staff are good role models. They support children to be healthy, physically active and make friends. Staff interact well with the children and support their learning and development. They provide consistent care and know the children well. They provide a good range of activities. Staff told us that they are responsible for observing and monitoring the development of children in their groups and feeding back to parents. They use the planning documents in place to guide activities. Staff treat children with dignity and respect, demonstrating warmth and affection. Each child receives a friendly welcome when they arrive at the nursery which helps them to settle and feel at ease. The Welsh language is used consistently and appropriately. Children sing Welsh songs during each circle time and some staff naturally use the Welsh language with children during activities. Staff are keen to improve their Welsh language skills.

Environment

The people who run the service and staff ensure the environment is safe. Fire procedures which include regular drills and maintenance of equipment are prioritised. All safety certificates are in place. Effective risk assessments of all areas of the premises and activities outside the nursery are updated regularly. Any hazards identified are addressed as soon as possible. Staff and children's registers are well maintained and show the required ratios are always maintained to ensure children are cared for safely.

The environment provides a rich and welcoming atmosphere and is clean and well maintained. New cleaning routines and infection control measures which include extra hand washing are in place to ensure children's wellbeing and safety. A Covid-19 risk assessment is being used as a working document and is regularly updated in line with fast-changing guidance. The premises are secure. The entrance is monitored by staff and visitors are asked to sign in and out. Only essential visitors are allowed to enter the building. Parents do not enter the premises during the Covid19 pandemic. A number of parents told us they are satisfied with the arrangements to keep children and staff safe during this time.

Children have access to a wide variety of good quality and appropriate learning resources which match their stage of development. There are opportunities for messy play and quiet times when children use paint, crayons and play dough to be creative. They also have opportunity to use a mud kitchen, water and sand play. The environment is stimulating, warm and friendly, enabling children to feel relaxed and to follow their own interests.

Children have the opportunity to play outside. The garden is divided by a fence which permits two separate groups to play in this area at the same time. There is a newly constructed sun shelter which is also used in the winter. The service has started the process to become a Forest School and the garden already contains a planting area and opportunities to discover wildlife.

Leadership and Management

The leadership and management of the nursery is effective with responsibilities shared amongst the registered person, the nursery manager and team leaders. Staff are clear about who they go to when they need to discuss any issues. There is a statement of purpose in place which provides an accurate picture of what the service offers. This enables prospective parents to make an informed decision about using the nursery. The statement of purpose does not contain the contact details of Care Inspectorate Wales (CIW).

The people who run the service carry out rigorous recruitment procedures to ensure all staff are suitable to work with children. Staff receive regular individual supervision meetings with their team leaders or the nursery manager and this provides them with the opportunity to reflect on their practice and discuss any training needs. All staff receive very good opportunities for learning and development and they value the opportunities which are provided. They are supported well during their probationary period. People who run the service set out clear aims and policies based upon the needs of children. Any changes to policies, procedures and practice are communicated well to staff. The people who run the service ensure there are sufficient qualified and experienced carers who have the appropriate skills to make sure children are well cared for, at all times. The nursery has a dedicated housekeeper and cook who take responsibility for the domestic roles.

The people who run the service plan appropriately for improvement. The service has systems in place to monitor the quality of care they provide and this includes a complaints procedure. They strive to ensure any issues of concern or complaint are addressed promptly as a means of improving safety and the quality of care. Appropriate action is taken and changes made to procedures as needed.

Parents are complimentary about the quality of the service and told us they feel a strong connection to the service as they receive good communication from the staff about their children's experiences. The notice board in the foyer provides parents with useful information, when they are able to access it. This includes the weekly menu, photographs and names of all staff, information on the Healthy Snack award, the statement of purpose and the latest CIW inspection report.

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

None		
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Areas where immediate action is required

None	
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Areas where improvement is required

None	
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Recommendations to meet with the National Minimum Standards

R1 Ensure the statement of purpose includes the contact details of Care Inspectorate Wales.

Date Published 11/03/2021