



# Childcare Inspection Report on

**Footsteps Nursery**

**The Old Police Station  
Llanbradach  
Caerphilly  
CF83 3LF**



**Date Inspection Completed**

28/08/2019

**Welsh Government © Crown copyright 2019.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

<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

Footsteps Nursery is registered with Care Inspectorate Wales (CIW) to care for up to 47 children under the age of 12 years. It operates from the old police station in the centre of Llanbradach. Opening hours are 7.15 am to 6.00pm, Monday to Friday. Flexible care is available including full, part time, holiday and wrap around care. The service also offers the Child Care Offer for Wales with parent funding for 20/30 hours childcare per week. The responsible individual (RI) is Jacqueline Sebury. There are two persons in charge (PIC), who run the service on a daily basis, one of whom is the RI. It is an English speaking service with incidental Welsh introduced through play.

## Summary

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

### 1. Overall assessment

Outcomes for children are good in relation to their well-being. They are happy and secure children who enjoy and benefit from developmentally, age appropriate play experiences. They have formed warm relationships with staff and developed positive relationships with their peers. Staff are responsive to children's needs, support their play and learning effectively and plan for a good selection of play and learning activities. The environment is suitable for children, with an appropriate selection of play resources available, although some improvements are required to the premises. Leadership is effective in many areas with good systems for monitoring and reviewing of the service, but some improvements are required to ensure that all legal requirements are met.

### 2. Improvements

Since the previous inspection, new resources have been purchased; such as a mud kitchen to give children greater play choices. There is a new kitchen and new cladding to provide a more hygienic environment and the utility room has been updated.

### 3. Requirements and recommendations

We have advised the responsible individual that improvements are needed in relation to staff records: Regulation 28 (2) (b) (ii) in order to fully 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 responsible individual to take action to rectify this and it will be followed up at the next inspection.

# 1. Well-being

**Good**

## **Summary**

Children speak freely and with confidence. They follow their play preferences and gain pleasure in the play opportunities they have. They are able to share and co-operate well with others, and are secure and familiar with the routines of the setting.

## **Our findings**

Children are secure and comfortable in their surroundings. They are able to move freely and explore their environment with confidence. We saw babies crawling, exploring their playroom and pulling themselves up to pick up toys in a box. Older children were equally as comfortable in their base rooms, playing alone, with other children and with staff. All the children were happy and we did not witness any children unsettled or upset. Babies were at ease and comfortable in the care of staff and nestled into them when being bottle-fed. Older children approached staff and engaged happily in conversations with them, and staff responded positively.

Children have a voice in the service and communicate their needs freely. We saw children confidently decline certain food they did not want and this was respected. A number of children enjoyed their food and requested second helpings and staff promptly addressed this. Children followed their play preference and interests and we observed them moving from one activity to another.

Children have good opportunities to play and develop in a safe environment and enjoy a variety of freely chosen activities during the day. For example, we observed outdoor play with children playing independently and in small groups. One child was engrossed in the mud kitchen area, chatting to herself and using a spade to place earth in different containers. One child jumped on a wooden platform pretending to play a guitar, whilst another child shook a musical instrument and sang 'Twinkle, Twinkle, Little Star.' A group of children enjoyed an adult led circle time activity, joining in the singing with enthusiasm and confidently answering questions posed by the member of staff. Some children spent time at the tuft trays using blocks to build towers and others enjoyed drawing. Children also enjoyed physical activities, such as running and balancing on logs.

Children are developing their independence and learning to share, co-operate and play with other children. During the inspection, children were respectful towards each other and staff and we heard them use good manners, such as 'please' and 'thank you.' Some children happily tidied resources away, including stacking chairs to put back in the playhouse. Although some children required assistance due to their age and stage of development, children used appropriate cutlery, fed themselves and used play equipment such as pens, pencils and scissors well during craft and drawing activities.

## **2. Care and Development**

**Good**

### **Summary**

Staff are aware of their responsibilities to keep children safe. They support children's development effectively and are responsive to children's needs. Babies and older children are supported in a sensitive manner, and there is good supervision of children during play activities.

### **Our findings**

Staff have an appropriate understanding of their roles in relation to children's health and safety needs. We spoke to staff about their responsibilities regarding child protection and they were clear about their duties in this area. We saw that there was an appropriate medication policy and that staff had followed procedures when administering medication to children in their care. At the time of our inspection, any medication administered was recorded on a general form, but following a discussion with leaders, this system has been revised to improve the security of information. Staff are able to deal with any minor health issues as they have completed paediatric first aid training. The nursery provides home cooked meals for children and children enjoyed a chicken dinner, with some children asking for more vegetables. There are systems in place to record the specific dietary requirements of children and information is shared with relevant staff. The setting is part of the Designed to Smile programme and children's dental health is promoted via tooth brushing activities. The service is also part of the Healthy Early Years (HEY) scheme.

Staff adhere to the nursery's behaviour management policy. The policy outlines appropriate strategies in relation to managing children's behaviour, with an emphasis on positive reinforcement and distraction. Observations showed that staff practice in line with the policy. Although there was no requirement for intervention at any stage because children were well behaved, staff were positive in promoting good behaviour. They spoke to children respectfully and kindly, showing an interest in what they were doing and praised children for their efforts. They were respectful to each other, helping to create a warm and friendly atmosphere.

Staff support children effectively and plan for a good selection of play experiences to promote their all-round development. There is time for structured and planned activities, but the emphasis is on self-directed play, allowing children to play alone, follow their interests or play in groups. There is planning for a selection of play opportunities, such as visits from the Zoo Lab so children can see and handle animals and insects. Children's development is assessed in order to identify their progress and development records are maintained. Welsh is introduced through song and use of basic phrases and as participants in the 'Road to Bilingualism' initiative staff receive advice and guidance on introducing the Welsh language to children. Observation of practice showed that staff are enthusiastic, listen to children and supervise them effectively.

### **3. Environment**

**Adequate**

#### **Summary**

The nursery provides care on the ground and first floor of the premises. There is access to an outdoor area, with sufficient internal space for children to play and learn in comfort. Appropriate safety checks are undertaken and the building is secure. There are some issues requiring attention and leaders have plans to refurbish and re-decorate areas of the nursery.

#### **Our findings**

Leaders have effective systems in place to ensure that the premises are safe and secure. Records confirmed that there were up-to-date checks in relation to fire, electrics and gas safety. Fire evacuation drills are recorded appropriately, and are practiced at regular intervals so that children are familiar with these routines. There is a secure entry system in place. Visitors are required to sign in on arrival so leaders are aware who is in the building at any given time. Hazards are identified and where possible minimised. We saw a good range of risk assessments covering the service, although there could be further extension of these records in some areas. For example, additional activities and trips out. Staff complete visual checks of the outdoor area before children go out to play.

The premises are suitable for children overall, but we noted some areas requiring attention. For example, there were dust deposits inside some radiators, the paint on the stair bannister was worn, and there was a loose skirting board in the purple playroom. Leaders acted quickly to repair the skirting board and address the dust in radiators. At the time of our inspection, some toilets were fitted with curtains rather than permanent doors. Refurbishment of these facilities is scheduled for September and we saw plans confirming this, as well as plans to re-decorate. There is sufficient light and space for children to play and explore in comfort, and externally there is a covered area so children can play out in all weather conditions.

Leaders have a suitable selection of play and learning resources and equipment available for children. There are daily visual checks of toys and leaders keep an inventory of discarded resources. There is an allocated budget for each base room so staff in those rooms can identify what resources are required. We saw a good quality wooden mud kitchen in the outdoor area, which has been purchased since the previous inspection, and this resource was popular and well used by the children. We saw a selection of other resources including small toys, puzzles, books and dolls, as well as craft materials, all of which were in good order. We saw limited natural materials and sensory toys, which leaders told us they had already identified as an area for development.



## 4. Leadership and Management

**Adequate**

### Summary

Leaders run many aspects of the service effectively and have some efficient systems in place to facilitate the smooth running of the nursery. However, we found that staff records did not meet legal requirements and the statement of purpose did not include all required information. Leaders have acted to address the issue in relation to the statement of purpose and are reviewing staff records. Staff are well qualified; there is a detailed review of the service to plan for improvements and strong partnership with parents.

### Our findings

The RI has a vision for the service and this is shared with parents and staff. Overall, there are good systems to support the service, although we noted some areas for development. The statement of purpose, whilst providing some detailed information about the service, did not include details on routines in line with National Minimum Standards, or a full statement on reviewing and notifying CIW of changes. Since our inspection visit, leaders have forwarded an updated statement of purpose. Policies are reviewed and well organised, although the child protection procedure contained limited information on how staff record and respond to concerns raised by children. This document has since been developed. There are effective systems in relation to other records and documents, such as accident and incident records, contracts and information on children.

Leaders have a robust system for reviewing the service to identify areas of strength and areas for development. There is a detailed and comprehensive annual review of quality of care report for 2019, reflecting on all areas of the service including children's well-being, staffing, the environment and leadership. There is good consultation with parents, children and staff as part of this quality assurance process. Feedback received is evaluated and is embedded in the review report.

Leaders manage many areas of the service effectively, but attention is required in relation to staff records in order to meet regulatory requirements. We found that there was some inconsistency in relation to evidence in staff files, although at the feedback meeting we saw that leaders are acting to rectify this matter. There is an induction programme and formal one-to-one supervision is undertaken so that staff have the support they require to do their job effectively. Staff are well qualified with opportunities for training over and above core training such as first aid, and senior staff are level 5 qualified. The RI is actively present at the service to offer support and there are regular team meetings between leaders and staff to discuss issues pertaining to the nursery.

Leaders place importance on partnership with parents, the community and other agencies. We spoke to one parent who praised the quality of care offered and CIW has received four

parent questionnaires. Feedback from parents is very positive and highly complimentary. Comments include '*Fantastic nursery.....excellent staff. Highly recommend.*' '*Can't recommend highly enough*' and '*I am eternally grateful for the team at Footsteps.*' Parents have opportunities to discuss issues when they drop off and collect their child and there is an annual parent evening. There are links with the local library and a residential care home, as well as contact with agencies such as the hearing impairment team and speech and language services when required.

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

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

None

### **5.2 Recommendations for improvement**

- Review cleaning procedures to ensure that issues are identified and dealt with promptly;
- complete the planned maintenance work for the premises;
- consider the introduction of more natural and sensory resources to provide children with greater choice and
- extend risk assessments to cover all areas of the service.

## 6. How we undertook this inspection

This was a full, unannounced inspection as part of our normal schedule of inspections. It involved one inspector visiting the service on two occasions, once to complete the inspection and give feedback, and a follow-up visit to feedback to the RI who was not available at the time of our inspection visit. The methodology used to gather information for the inspection included:

- Speaking to the RI, PiC, staff, children and one parent;
- observation of care practices and interactions between staff and children;
- examination of service records and documents including policies, staff files, the annual review of the service and daily records;
- visual inspection of the premises internally and externally and
- examination of information held by CIW including the previous inspection report and four parent questionnaires.
- We feedback our findings to leaders at the end of the inspection process on the 28 August 2019. Additional feedback was given to the RI and leaders on the 4 September 2019.

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
Responsible Individual	Jacqueline Sebury
Person in charge	Emma Edwards Jacqueline Sebury
Registered maximum number of places	47
Age range of children	0 to 11 years
Opening hours	7.15am to 6.00pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	06 and 13 December 2016
Dates of this inspection visit	28 August 2019
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. We recommend that the service provider considers Welsh Government's ' <i>More Than Just Words follow up strategic guidance for Welsh language in social care.</i> '
Additional Information: None	

Date Published 06/11/2019