



Childcare Inspection Report on

Wales 1 Day Nursery Limited

**Wales 1 Day Nursery
Wales 1 Business Park Newport Road Magor
Caldicot
NP26 3DG**



Date Inspection Completed

13/08/2019

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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

Wales 1 Day Nursery Limited is located in the Magor area and has been registered since August 2014 to provide care for a maximum of 74 children. Children from birth to five years can attend. The Responsible Individual (RI) is Victoria Buttle. A Person in Charge (PiC) is employed to take responsibility for the day to day management of the service. A Development Manager employed by the company, assists in the operation of the service. Children are cared for on the first floor of a purpose built unit, within a business park. They have access to large play rooms, bathrooms and changing facilities and an enclosed garden. English is the main language of the service with the use of incidental Welsh.

Summary

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

1. Overall assessment

Children are happy and settled at the service. They have opportunities to take part in a suitable range of structured and free choice activities that appeal to their interests. The environment is secure, warm and in very good decorative order. Resources and furniture are of good quality, although there is inconsistency across the age groups in the quantity of resources that children can access independently. There have been a number of staff changes recently and some rooms are currently operating without room leaders. However, these vacancies have been filled with suitably qualified and experienced staff. A new PiC has been employed since January 2019 and a deputy has been employed to support her in the role. The new management team have a clear vision for the service and have made some positive changes. However, these changes must be embedded. Paperwork is well organised and meets the requirements of the Child Minding and Day Care (Wales) Regulations 2010 and National Minimum Standards.

2. Improvements

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

- Activity planning is detailed;

- children's ideas and interests are gathered and inform planning;
- drinking water is readily available;
- an accurate register of children's attendance is maintained and
- the quality of developmental records in the two to three's room has improved.

3. Requirements and recommendations

There were no areas of non compliance identified during this inspection. Good practice recommendations mainly in relation to the environment and leadership and management are highlighted in the body of the report and summarised towards the end.

1. Well-being

Good

Summary

Children enjoy their time at the service and have good opportunities to develop independence. They are happy, settled and have formed good bonds with staff. Children have opportunities to follow their own interests through free choice play and their ideas and interests are gathered and taken into account when planning activities.

Our findings

Children at the service have a voice. They are confident to communicate because they know they will be listened to. We observed children approaching staff to chat or for comfort. For example, during lunch time one child asked a member of staff *“Can you come and sit by me please?”* Their request was listened to and they settled to eat their lunch. Children’s interests are recorded and their ideas are gathered at the beginning of each topic. Activities are planned to appeal to their interests and what they would like to learn. There are opportunities for children to lead their own play and learning, through free choice activities, and they are able to participate in organised activities. We noted that when one child chose not to join in with singing, they were not made to sit down and chose to play on the slide.

Children know the routines and this helps to develop a sense of security. They receive lots of praise for their efforts, and enjoy the recognition. They have formed good relationships with staff and know who to go to if they are upset. For example, a child who was asking for their parent went to a member of staff for a cuddle. They were told that ‘mummy is in work’. They accepted the explanation and quickly returned to their activity. Children are able to follow their own routines. We noted that one younger child slept whilst others were having lunch.

Children interact well and are forming friendships. We saw children playing happily together or alongside each other depending on their age and stage of development. Younger children are learning to share and are becoming sensitive to each other’s needs. For example, we saw one child sitting quietly, smoothing the back of a child who was tired. Older children, in the pre-school room apologised to each other, without prompting, after a minor disagreement.

Many children enjoy their play and learning and generally develop well. Older children were able to choose from a good range of free choice activities such as role play, construction and art and craft. However, younger children frequently moved between areas as there were less resources to challenge and motivate them. For example, in the toddler room there were very few resources to enhance the role play kitchen and tool bench which meant that children did not use these areas. Children are developing independence. Many are able to use the toilet independently and wash their hands. During lunch and snack times

they are encouraged to serve and feed themselves, depending on their age and stage of development.

2. Care and Development

Adequate

Summary

Most staff have good understanding of how to keep children safe and healthy. They are suitably qualified and experienced and access appropriate training. Activity planning is detailed and reflects the interests of the children. The service operates a key worker system and staff know their children very well. All staff have good knowledge of children's individual dietary needs. Staff monitor children's progress closely and identify next steps in their learning. Safeguarding procedures are clear and most staff are confident with these. However, some new staff were less confident about the procedures for referring concerns onwards to other agencies and this must be addressed.

Our findings

Staff understand how to keep children safe and healthy. All required training such as safeguarding, paediatric first aid and food hygiene is updated in a timely manner. We noted that staff who have not yet completed food hygiene training did not serve or handle food. Most staff have also attended training on 'Prevent' which is a government initiative to help child care providers recognise signs of extremism and radicalisation. There is a detailed safeguarding policy in place and most staff we spoke to were confident with the procedures for referring concerns. However, some newer members of staff were less confident and this was discussed with the leadership team who agreed to address the issue. Routines for hand washing are well established and personal care is carried out appropriately. Sleeping babies are closely monitored and 15 minute checks are recorded. Children are served a healthy menu including plenty of fresh fruit and vegetables and fresh drinking water is available throughout the day. We looked at medication records and found that these were appropriately recorded in line with the medication policy. Accidents and incidents are recorded and these were seen to be of the expected nature for the age and developmental stages of the children. These are carefully monitored by the PiC to identify trends and patterns.

Interactions are generally well managed by staff. We heard lots of praise for positive behaviour and effort and most children respond positively to requests from staff. However, we noted that during lunch times, children were waiting for quite a long time before they ate and this resulted in them becoming bored. Some children, particularly in the pre-school room became unsettled and we observed some disagreements between them. Due to the particular lunchtime routine, staff were serving or supporting children to serve their own food but were unable to effectively manage deteriorating behaviour. We discussed this with the leadership team who agreed to review the lunch time routines so that children are able to serve themselves without waiting for prolonged periods.

Staff have good knowledge of child development and meet individual needs well. We noted that activity planning is based on a topic and key workers complete weekly planning for

their children. Termly observations are undertaken and next steps in learning are identified. All children have individual record files that track their progress. Children with additional needs have one page profiles and individual play plans. These were seen to reflect advice provided by outside agencies such as educational psychologists and speech and language therapists. Targets are regularly reviewed and progress is closely monitored.

3. Environment

Adequate

Summary

Children are cared for in a secure, clean and very well maintained environment. Furniture is of very good quality and suitable for the age range of the children. The outside play space is well equipped and provides opportunities for children to be physically active. A large indoor physical activity room is currently being developed for use when the weather is not suitable for outdoor play. Resources are clean and of good quality. However, the range of free choice resources for younger children should be developed in order to provide variety and challenge.

Our findings

Leaders ensure that the premises are safe and comply with the National Minimum Standards for Regulated Childcare. Staff are aware of their responsibilities in relation to the safety and welfare of children and adhere to the service policies. The premises are secure and visitors are required to sign in. We noted that identification was checked. Comprehensive risk assessments of the playrooms and outdoor play space are carried out weekly. We noted that follow up action is noted and records are kept of when issues are addressed. We saw evidence that any larger issues requiring action by the RI are addressed promptly. The building does not have gas but electrical safety certificates are up to date. Fire evacuation drills are undertaken termly to ensure that all children and staff know what to do in case of an emergency.

The environment is suitable for the age and number of children cared for. There is plenty of space for children to move freely and the outdoor play space offers opportunities for children to be physically active. One of the rooms is currently being developed as a physical activity room and we saw this being utilised for activities such as action songs and group games. We were told by the leadership team that they plan to introduce more physical play equipment for free choice. All areas are very well maintained and regularly redecorated. The service has a hygiene rating of five and kitchen and toilet facilities were seen to be very clean. The service does not currently employ a cleaner and staff are required to carry out this task. We observed staff cleaning during the day and putting resources away. They told us that they try to do it as they go along to save time. We noted that this was sometimes impacting on the amount of time and interactions with children and the resources they had access to. For example, resources in the home corner of one room were tidied away while children were still playing, limiting their choice of activities.

Resources and equipment are clean and of very good quality. Furniture is of suitable size and design for the age of the children and some rooms have physical play equipment. For example, the toddler room has a climbing frame and slide which was very well utilised by children. Resources are stored at low level and clearly labelled in English and Welsh, allowing children to access them independently. Older children have access to a good

range of free choice activities such as role play, construction, small world and dressing up. However, there were less free choice resources available for younger children to choose from and areas such as role play require more equipment to enhance them. For example, the playhouse in the outdoor play space is currently set up as an ice-cream parlour but there were very limited resources to support children's imaginary play and the workbench in the toddler room had very few tools for children to play with. We discussed this with the leadership team who agreed to audit the resources.

4. Leadership and Management

Adequate

Summary

The service is suitably managed and complies with Regulations and National Minimum Standards. There is a new PiC and deputy in place and they work well together, supported by a development manager who works across a number of settings under the same ownership. The new leadership team is developing well. They are making effective changes and new systems and procedures are becoming embedded. They have a clear vision for the service and this is shared with staff. Recruitment procedures are robust and all staff have regular supervision and appraisal. There have been a number of staff changes recently which has caused some disruption but vacant positions have now been filled.

Our findings

Leadership of the service is developing well. The new PiC and deputy work well together and communicate effectively with the development manager, RI and staff. There has been a period of change at the service but there is a shared vision and leaders understand what needs to be done in order to improve. A comprehensive and up to date Statement of Purpose is in place and provides an accurate picture of what the service offers. Policies and procedures are clear and these are shared with staff who generally work in line with them. However, some reinforcement and further training for new staff in relation to safeguarding procedures and behaviour management is needed. Staff are suitably qualified and leaders ensure that required training such as safeguarding, paediatric first aid and food hygiene is updated in a timely manner. There have been a number of changes to the staff team, including a new cook and assistant, but they reported that they felt well supported by the PiC and knew who to go to if they had concerns. An appropriate complaints policy is in place and we saw evidence that all complaints are responded to appropriately and within the required timescales, as outlined in the policy.

Systems and procedures for the self-evaluation of the service are being established. A detailed quality of care report has been produced and this draws upon feedback from parents, children and staff. The report is very honest and responds to all comments, including suggestions of ways to improve. An action plan for improvement has been produced although this could be developed further to include specific targets, timescales and budgetary requirements. This will allow leaders to plan for improvements and monitor progress towards targets.

Staff are managed well and new procedures for staff supervision and appraisal are beginning to have an impact, although these will need to be embedded. Supervision meetings take place every four to six weeks and staff have an annual appraisal. Recruitment procedures are robust and all checks to ensure the suitability of staff to work with children are carried out prior to staff starting. New staff undertake an induction

programme and policies and procedures are shared with them. Staff files are well organised and contain all of the required information.

Partnerships with parents are established. Parents are asked to provide feedback on the service through questionnaires and we saw evidence that a number of suggestions made by parents had been acted upon. Information is provided daily and when children leave the service, parents are provided with their individual development files, including samples of work, observations of progress and photographs. We spoke to parents who reported that they were very happy with the care provided and the staff were very friendly and approachable. We were also told by one parent that staff had been very supportive with managing some unwanted behaviour and that their child had come on in leaps and bounds.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Strengthen knowledge of safeguarding procedures with new members of staff;
- lunch time procedures should be reviewed;
- develop resources in baby and toddler rooms to provide variety and challenge;
- develop range of resources to enhance the outdoor play area;
- review behaviour management strategies and provide support/training for staff in managing children's behaviour;
- monitor the impact of staff carrying out cleaning duties;
- ensure that new systems for staff supervision and appraisal are embedded and
- strengthen the action plan for improvement and monitor progress towards targets.

6. How we undertook this inspection

A full unannounced inspection which examined all four themes was undertaken by two inspectors over two days. The following methodology was used to gather evidence for this report:

- Discussions with the RI, PiC and members of staff;
- observations of care routines and practices;
- visual inspection of the premises and resources;
- conversations with the children, staff and several parents;
- consideration of information contained in a concern we had received and
- consideration of a range of policies, procedures and record keeping.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

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|---|--|
| Type of care provided | Children's Day Care Full Day Care |
| Responsible Individual | Victoria Buttle |
| Person in charge | Anna Smith |
| Registered maximum number of places | 74 |
| Age range of children | Birth to 5 years |
| Opening hours | 7.30am – 6.30pm Monday to Friday All year round (excluding bank holidays) |
| Operating Language of the service | English |
| Date of previous Care Inspectorate Wales inspection | 6 July 2017 |
| Dates of this inspection visit(s) | 13 August 2019 14 August 2019 |
| Is this a Flying Start service? | No |
| Is early year's 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 the service. This is because the service is situated in a primarily English speaking area. However, we recommend that the service provider the Welsh Government's "More Than Just words" strategic guidance for Welsh language in social care. |
| Additional Information: None | |

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