



Childcare Inspection Report on

Dovecote Day Nursery

**Dove Workshop, Banwen Community Centre
Roman Road
Banwen
Neath
SA10 9LW**



Date Inspection Completed

11/03/2020

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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

Dovecote Day Nursery registered with Care Inspectorate Wales (CIW) in April 2002 to provide care for up to 19 children. They offer full day care for children up to the age of 12 and are open from 7.30am to 6.30pm, Monday to Friday. The service has use of dedicated space in the Dove Workshop building in Banwen, Neath. The responsible individuals are Julie Bibby and Lesley Smith and the persons in charge are Naomi Davies and Gemma Bibby. English is the main operating language of the service with some use of Welsh throughout the day.

Summary

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

1. Overall assessment

Children are happy and settled at the nursery. They form good relationships with each other and staff. Leaders and staff are generally effective in keeping children safe and healthy. They provide a range of interesting activities for children and support them well. The premises are safe and secure with a range of good quality toys and resources. Leadership and management is generally suitable although we have made some recommendations for improvements.

2. Improvements

Leaders have implemented all of the recommendations made at their last inspection. These included updating some policies and ensuring that they date all policies and procedures to show when they have reviewed or amended them, updating their data protection knowledge, ensuring their statement of purpose is in line with regulations and ensuring they follow through action points for staff development in a timely manner. Additionally since the last inspection, the inside environment has undergone significant refurbishment. New flooring has been fitted throughout the children's playrooms, new furniture and equipment has been purchased and a new kitchen has been fitted.

3. Requirements and recommendations

We have made recommendations for improvements in relation to children's self-help skills, the development of a key worker system, planning, policies, registers and children's contracts. The recommendations are detailed at the back of the report.

1. Well-being

Good

Summary

Children are secure, settled and happy at this service. They are able to make choices about what they do and they enjoy their time at the nursery. Children interact well with each other and have many opportunities to take part in a variety of play and learning activities. They are developing well through the range of experiences provided for them.

Our findings

Children are confident to speak to and communicate with each other and staff. They are able to make choices and decisions about what they want to do at nursery although the structure of the day sometimes had an impact on these for older children. Since our visit, the people in charge have told us that they have revised their working practice so that children now have more choice about when they move on to new activities.

Children of all ages are very well settled. They form positive relationships with each other and staff. Supportive procedures allow children new to the nursery to settle at their own pace. Children attending after school told us they like coming to the nursery. Babies were clearly comfortable with the staff. We saw them engaged in exploring paint with adult support and in a variety of self-chosen activities.

Children interact well as is appropriate for their age. They are learning to manage their own feelings and behaviour and to cooperate and take turns. With support, minor disputes were easily resolved. Children listen and follow instructions as they move through the familiar routines of the day. With encouragement, younger children are learning to help with things such as putting the toys they have played with back in the box.

All children enjoy both organised and free play activities. We saw older children join in with a variety of adult led activities. They were enthusiastic and willing to try and to have a go such as during a game when they tried to throw hoops over cones.

Children concentrate well and persevere with things for an appropriate amount of time. They have opportunities to take part in a wide variety of activities that help them to learn and develop in all areas. They are able to move around freely and can independently access the resources they want to play with. Children, including many of the babies, ate independently. Older children have some opportunities to develop self-help skills as they collect their own cups at snack time, wipe their own hands and put the wipes in the bin. They did not have opportunities to practise pouring their own drinks or using utensils to help themselves to food.

2. Care and Development

Adequate

Summary

Staff follow mainly good procedures to keep children safe and to promote a healthy life style. They manage children's interactions and behaviour calmly and sensitively providing a caring and supportive environment for children to play and learn in. Staff plan and provide opportunities for children to take part in fun and interesting activities that generally support their development and learning although planning is not as effective as it could be.

Our findings

Staff understand their roles and responsibilities to keep children safe and healthy. Staff are confident in their knowledge of child protection and know what they would need to do if they had concerns about a child. All staff receive safeguarding training including in relation to the Prevent Duty, which relates to radicalisation. The responsible individuals were clear about their responsibilities to respond to child protection concerns. However, the child protection policy, whilst generally suitable, needs updating. Leaders ensure they meet the requirements for first aid trained staff. Staff ensure accident, incident and medication forms are appropriately completed and shared with parents and there are systems in place to track these records in order to monitor any patterns or trends although these systems can sometimes be difficult to follow. Staff follow very good hygiene procedures in relation to food preparation, nappy changing and personal hygiene for themselves and children. There is a system to manage allergies. Leaders and staff promote healthy eating through their varied menus for meals and snacks, offer children regular opportunities to practise brushing their teeth and regular opportunities for outdoor play.

Staff manage children's interactions in a positive way. They manage minor disputes calmly and sensitively and use techniques such as distraction and praise. All staff have recently taken part in behaviour management training. Leaders are in the process of updating the behaviour management policy. Staff are good role models for children of all ages as they talk respectfully to them and each other. They encourage good manners as they model saying please and thank you at appropriate times.

Staff support children well both in their self-chosen activities and in adult-led activities. They consistently engage with children, encouraging them to persevere or to join in. They use some Welsh throughout the day. Staff plan activities and provide experiences that promote all areas of children's development and learning. However, on occasions activities are not open ended enough although staff respond to children's requests for additional materials. The nursery does not currently operate a key worker system. However, they do provide one to one support and individual plans or care plans for children if needed. The persons in charge complete very basic development tracking documents for each child but do not use this information or their evaluations of activities to inform their planning. They have identified that they need to develop significantly this aspect of their practice.

3. Environment

Good

Summary

The service has sole use of part of a building and provides welcoming and child friendly spaces for play and learning. Effective systems are in place to ensure the environment is safe and suitable for children. Children have access to a good range of age-appropriate, quality resources and equipment indoors. There is a secure outdoor area with a range of equipment.

Our findings

The premises are safe and secure. Leaders keep the entrance locked. A senior staff member admits visitors and ensures they complete the visitor's book. We saw that equipment such as safety gates and slide bolts on internal doors are in place throughout the nursery. The outdoor area is securely fenced. Leaders have developed good risk assessments for all areas that they review regularly. They carry out periodic fire evacuation drills and record the outcomes when the whole building evacuates although they do not instigate their own additional evacuation practises. All safety checks for equipment and systems such as the heating and emergency lighting were current.

The premises are bright, clean and well maintained. Leaders ensure that playrooms for all ages are well resourced and equipped. There are bilingual displays around the nursery along with colourful displays of things the children have made. Toys and resources are stored in units that children can access easily and independently. Storage boxes are labelled with pictures and bilingual words so that children know what is in them. There are suitable arrangements for children to rest and sleep. A number of children sleep in buggies rather than cots. Leaders confirmed that parents are aware of these arrangements although they have not sought written permission. We did not see the outdoor area set up for use during our visit, as the weather conditions were poor. Leaders told us that the development of the outdoor space is one of their priorities for development over the coming year.

Furniture, toys and materials are clean, well maintained and of good quality. Many are new. Leaders provide a wide range of resources that include those that promote cultural awareness and books in both English and Welsh.

4. Leadership and Management

Adequate

Summary

Overall, leaders manage the service in a way that ensures it operates mostly in line with regulations and national minimum standards. The persons in charge are relatively new to their positions and are developing their leadership and management skills. They reflect on improvements they would like to make. The responsible individuals support the persons in charge and the staff team in the running of the service. Good relationships are developed with parents and other agencies.

Our findings

Leaders have developed a good range of policies and procedures that generally support the smooth and safe running of the nursery although some need updating. The statement of purpose is an accurate reflection of the service and parents have access to all relevant information through it and the parent pack they receive. Staff attendance records do not show which rooms they are working in. Children's registers showed that children were present and recorded their booked hours but did not record the specific times they were in the nursery as is required by regulations. Since our visit, leaders have amended the registers and now record the specific times that children arrive and leave. Leaders have contracts in place for each child although some of the permissions they ask for are not worded clearly and additional ones need adding. Leaders are committed to providing a quality service and have been responsive to recommendations.

Leaders seek the views of parents, staff and other service users to produce a quality of care report each year. They evaluate children's views informally through observations. Leaders act on suggestions from parents and the report identifies areas for improvement although they do not draw up a formal action plan.

Leaders ensure that they maintain required ratios of staff to children. There are suitable procedures in place in relation to staff recruitment, induction, supervision and appraisal. There is a system in place to keep track of mandatory checks and training. However, the disclosure and barring check, required by regulation, for a member of staff had recently run out so the system is not effective. We saw evidence that the check has been applied for and in the meantime, the member of staff is not left alone with children. All the staff we spoke with said they enjoy working at the service and feel well supported.

Leaders and staff develop strong partnerships with parents. They keep parents up to date with their child's progress through daily verbal and written feedback, yearly parents' evenings and periodic reports. The nursery staff also develop good links with external agencies such as early years advisers and colleges. Parents and external agencies we spoke to were very positive about the nursery and happy with their service

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We recommend that the responsible individuals should:

- increase opportunities for children to develop self-help skills;
- implement a suitable key person system for all children;
- continue to develop some activities to be more open ended;
- further develop the evaluation of planned activities and use the information to inform future planning;
- further develop the tracking of children's progress and use the information to inform future planning;
- update all policies and procedures to ensure they reflect up to date information and terminology;
- ensure the times when staff are working in particular rooms are recorded;
- further develop the system for keeping up to date with mandatory checks and training; and
- ensure all relevant parental permissions are clearly worded and obtained at registration.

6. How we undertook this inspection

This was a full, unannounced inspection carried out as part of the schedule of inspections. One inspector visited the service on 11 March 2020 and was at the nursery for approximately seven and a half hours. As part of the inspection we:

- considered information held, or received, by CIW;
- made general observations of the interactions between staff and the children attending on the day;
- spoke to children who attended on the day;
- spoke to staff and leaders, including the responsible individuals;
- spoke to two parents;
- viewed records and documents including: registers, children's contracts, policies and procedures, accident, incident and medication records, risk assessments, the statement of purpose and the quality of care report;
- performed a visual inspection of the areas used by the service;
- left questionnaires for staff and emailed questionnaires for parents to complete if they wished: and
- gave feedback over the phone to the responsible individuals and the persons in charge on 18 March 2020.

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

www.careinspectorate.wales

About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individuals	Lesley Smith Julie Bibby
Registered maximum number of places	19
Age range of children	0-12
Opening hours	7.30am to 6.30pm, Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	14 June 2017
Dates of this inspection visit(s)	11 March 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:	

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