



## Inspection Report

Highgate Day Nursery

Highgate Day Nursery  
55 Glanmor Road Uplands  
Swansea  
SA2 0QA



**Date Inspection Completed**

18/02/2021

Final unpublished report

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## About Highgate Day Nursery

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Julie Llewellyn Limited
Registered places	62
Language of the service	English
Previous Care Inspectorate Wales inspection	30 June 2017
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No

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## **Summary**

At Highgate Day Nursery, children are happy and comfortable. Children are active and curious learners and are interested and excited in their play-based activities. The children are developing in all aspects and are becoming confident and independent. Care staff promote children's well-being successfully. Child protection procedures are efficient and care staff identify risks to children. Care staff have regard to individual children and set realistic boundaries, modelling good behaviour. Children are cared for in a safe, clean and secure environment. The nursery is welcoming, friendly and there is sufficient space and facilities for children to play and learn. The nursery is well maintained and decorated. Equipment, furniture and toys are appropriate and are of a suitable design and condition. People who run the service comply with CIW regulations and meet the National Minimum Standards. People who run the service promote safe practices and a culture of safety. They support and challenge everyone to do their best, setting high expectations. People who run the service follow safe recruitment processes and have an effective system for care staff supervision and appraisal. People who run the service work well with parents and identify individual needs and preferences of each child before and during their time at the service. They keep parents well informed about their children's progress, well-being and care.

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## Well-being

Children have varied opportunities to make choices and decisions about what affects them. The children have freedom to explore their playroom and choose which toys they want to play with. Children enjoy playing and are curious and excited learners. We saw children pushing cars down ramps, pretending to make pancakes in the role-play area, giving the dolly cuddles and playing with the trains on the track. The children are confident communicators as their wants, needs and moods are considered. We heard children choosing which dessert they would like at lunchtime and expressing their views and opinions clearly.

Children are enthusiastic and interested in their play and learning. Children enjoy a good range of interesting opportunities and can choose to relax and have quiet times. We observed babies enjoying listening to songs and joining in to copy the movements and actions of songs. We saw babies clapping their hands while others swayed and danced. Other babies enjoyed quiet time and we saw them choose to sit and listen quietly to a story. Children in the pre-school room enjoyed learning to count using counting blocks to aid them in their learning.

Children are encouraged to develop their independence skills enabling them to do things for themselves successfully and to problem solve well. Pre-school aged children are encouraged to use the toilet facilities independently, supported by care staff who preserve the children's dignity. We saw children accessing their water facilities independently and choosing when they needed to have their drink. People who run the service told us that pre-pandemic the children would also serve their own lunch from serving dishes and it is hoped this will continue in the near future.

Children have consistently good interactions between each other and the care staff. The children are eager to show or talk about what they have been doing. We heard children chatting to each other, keen to share their enthusiasm in what they were playing with. We heard children telling stories to the care staff. One child happily prepared a cup of tea and shared it with a member of care staff. We saw babies approach care staff for comfort and immediately feeling relaxed and happy. Children share their toys with each other and cooperate by taking turns and being respectful of each other. Children are polite and are sensitive to the needs of others. Children receive frequent praise for their achievements and are supported and encouraged to take part in activities "*oh well done*" "*that's lovely*". Children's home language is promoted and we heard some basic Welsh words used such as colours, animals, counting and basic greetings.

## Care and Development

Care staff understand and implement policies to promote healthy lifestyles, physical activities, personal safety and well-being. Care staff use gloves and aprons when preparing and handling the children's food. Care staff give reminders to children to cover their mouths when coughing or sneezing and promptly remove toys, which are trip hazards on the floor of the playroom. Care staff implement thorough cleaning and good hygiene practices. They implement the Welsh Government's '*Protective Measure in Childcare settings*' procedures thoroughly. Safeguarding is prioritised and nearly all staff have a good understanding of their responsibilities to protect children. Staff respond confidently to given scenarios in the case of an allegation or disclosure.

Nearly all the care staff understand the behaviour policy and consistently implement behaviour management strategies. Care staff intervene appropriately and calmly when there is conflict between children. The care staff encourage the children to share resources "*can you share? It's good to share.*" "*Where are you going? Shall we listen?*" The care staff are warm and friendly towards the children and are positive role models to the children. We saw the care staff play alongside the children and encourage positive interaction. Care staff are consistent in their approach to managing challenging behaviour.

Care staff listen and respect the children's views. We heard interactions between care staff and children that demonstrated kindness and warmth. Care staff listen intently to children's stories and develop the children's understanding through appropriate questioning. "*Are you ok? Can I get these for you?*" "*I can't carry them all maybe you can help me. Oh thank-you so much, well done.*" "*Can you find something else of the same colour? What colour is that? Yes orange!*" The care staff contribute ideas for activity planning that meet most children's individual needs, with focus on developing and progressing each child's own range of skills. They are beginning to identify children's additional needs and use some of the support services available.

The care staff consider individual children's wants and needs in a sensitive manner. The care staff at the service know the children well. The care staff are fully aware of children with allergies and a list is displayed within the dining area, kitchen and playrooms. The care staff explained to us that they complete training to identify symptoms of allergic reactions and the procedures to follow when administering an EPIPEN. The care staff are aware of children's likes and dislikes. The care staff help the children decide which main course options should be included on the menu and the care staff provide the children with an alternative option for dessert.

## Environment

People who run the service ensure that the environment is safe, secure and well maintained indoors and outdoors. The people who run the service explained that the public have no access to the premises. Visitors are required to ring a buzzer on the front door and the people who run the service use a camera to view the visitor before allowing them entry into the service. The premises is warm and inviting and is decorated with the children's work. The large bay window, which looks out to the street, has been covered with frosted covering to ensure the children have privacy within their playroom. The care staff organise regular cleaning routines that reflect good hygiene practices. Their good infection control practices minimise any risk to children's health and safety. We saw a well-maintained kitchen area, which is arranged to store and prepare food safely and hygienically.

People who run the service ensure that the environment has sufficient indoor play space for children to move freely. There are a number of playrooms where children play in their secure bubbles to limit contact with other age groups during the pandemic. The outdoor play space is used as often as possible, and the doors to the outside area can be opened to allow the children free flow from their playroom into the outside environment. We viewed the art and craftwork of the children because they had been painting pictures of daffodils to celebrate St' David's day. The people who run the service told us they had been talking to the children about this special day to raise the children's Welsh cultural awareness.

People who run the service organise the environment well so that it provides a good range of play opportunities suitable for nearly all the age ranges cared for. We saw age appropriate equipment and the children have access to toys, which are stored at an appropriate level and accessed independently. Children sit at tables and chairs at their level. People who run the service provide good resources to promote children's curiosity about the wider society, promoting equality and learning about cultural awareness. The people who run the service explained to us that the children enjoy celebrating cultures through learning about festivals. They explained that they have lots of books and stories with reflect positive role models. Children play with loose parts to encourage imaginative play. Under normal circumstances, children chose their dressing up clothes but unfortunately, this is currently not possible due to the pandemic. People who run the service ensure that nearly all children can access good quality and a broad variety of appropriate toys and equipment. We saw children enjoying playing with dollies, blocks, vehicles, counting cubes, animals, a garage and a role play area.

## Leadership and Management

People who run the service have a definite vision for the service that they share with others. The statement of purpose is accurate and is a true reflection of what the service offers. During our visit, the people who run the service discussed with us their aim of working towards completing unit 5 of the healthy pre-school award. People who run the service explained to us that they hold regular staff meetings in order to gain ideas and discuss planning of activities for the children including next steps and the way forward. People who run the service are beginning to implement the new four purposes curriculum for Wales and are following the children's lead by using the "in the moment" method of planning which takes into account the children's views and interests.

People who run the service ensure the correct deployment of staff so that children's needs are met. During our visit, we viewed children and staff registers, which clearly outlined that the service is ensuring more than sufficient staffing ratios. People who run the service set achievable expectations to promote improvement and good outcomes for children. There is consistent practice throughout the service and staff work well as a team.

People who run the service told us that they have established excellent partnerships with parents. The parents receive a termly report of their children's progress. The service holds a parents evening and parents are given time to discuss their children's learning and development with their key workers. Parents' views and opinions are sought regularly through feedback sheets. During the inspection process, we discussed the service with parents who said, *"Our child always loves going to nursery and we have been very impressed by the range of activities provided"*. Another parent stated, *"I feel my child has built strong bonds with the staff. I feel like they have taken the time to get to know my child and understand whom they are. I feel they genuinely care about their welfare, their development and in particular their well-being. It is the extra little things they do!"*

People who run the service follow timely and robust recruitment processes to safeguard children. They have good systems in place to update suitability checks as required. Staff informed us that people who run the service had implemented a good induction procedure and that performance management processes are good and encouraged the staff to attend a range of training. Staff at this service are happy at work. They felt well supported by people who run the service who set high expectations and actively encourage their teams.

## Recommendations to meet with the National Minimum Standards

R1 complete the online e learning for the prevent radicalisation training



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

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

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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