



Childcare Inspection Report on

Chuckles Day Care Wales Ltd

**Pentwyn House
Pentwyn Lane
Bettws
Newport
NP20 7AE**



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

Chuckles Day Care Wales Ltd is registered to provide childcare for a maximum of 53 children. It is a privately owned service, the Responsible Individual (RI) is Lisa Owen. There is a Person in Charge (PiC) who manages the nursery on day to day basis. Operational hours are Monday to Friday 6am to 6pm throughout the year. This is an English language setting which uses incidental Welsh throughout each session.

Summary

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

1. Overall assessment

Chuckles Day Care is very well run, employs well trained, motivated staff and is child centred. Staff know the children well and meet children's needs to a good standard. Children are supported to communicate their wishes and feelings. Resources and planned activities are plentiful and of a good quality, although further consideration is needed of how the upstairs toddler base rooms are setup. This would enhance children's play and provide greater consistency with the stimulating environment seen elsewhere throughout the nursery. There are effective, clear procedures implemented by staff that ensure the smooth and safe operation of the nursery.

2. Improvements

Recommendations from the previous inspection have been addressed including;

- risk assessments are in place for all outdoor activities and equipment
- children's individual planning includes identification of their next steps
- daily registers are clear and effective.

The nursery is extending the preschool base room and this building work is due to be finished as soon as possible to further enhance the play experiences of the preschool age group.

3. Requirements and recommendations

During the inspection, we identified that the responsible individual is meeting all legal requirements and exceeding National Minimum Standards in many. Some recommendations have been and these are detailed at the end of the report.

1. Well-being

Good

Summary

Children really enjoy their play opportunities and build good relationships with caring, responsive staff. The service is very child focused and children are encouraged to communicate their wishes and feelings and develop their independence.

Our findings

Children have lots of opportunities to make their own choices and determine how they play. Their feedback is actively considered in the development and delivery of the service, through regular consultations, questionnaires and a suggestion box for older children. During circle time we saw that children chose the songs to sing and as one child had shown a particular interest in the Derwyn puppet, this was used as a prop for the activity.

Children are happy and settled as there are systems in place to promote children's feelings of security and emotional well-being. Staff work as keyworkers to children and get to know them well. Children are encouraged to display photographs of their family on a large family tree display and home links are encouraged. One child was very pleased that they had taken Doti Dog home and we saw photographs in a book showing all of the places children and their families had taken the puppet whilst in their possession. This helps children settle and feel at ease within the nursery. We saw that children were very relaxed and contented with lots of chatter and spontaneous singing.

Children are developing their social skills and learning to share and co-operate with their peers. Children are well behaved, polite and considerate. We saw that older children listened and followed instructions well demonstrating that they had paid attention to instructions and knew the rules. For example, during a wood work session children knew they needed to wear safety glasses and told us that they needed 'To be very careful'. All the children taking part in the session listened attentively, patiently and shared the resources well.

Children really enjoy and benefit from the many play opportunities and experiences. They engage well in the activities and sustain interest for good periods of time. We saw children enjoying for example, arts and craft sessions, sensory play and outside sports. Older children loved their nature hunt and were enthused when they found insects. Younger children really enjoyed making coloured slime. "It's like jelly!" exclaimed one child and another excitedly likened the slime to a snake. We saw drawings children had attempted of a real daffodil in a vase on the arts and craft table and saw that some children really loved attempting this.

Children's independence is promoted well at the nursery. Children are encouraged to wash their own hands, feed themselves and put on their coats when going outside. At lunch time children self-serve and after lunch they clear their plates, wash them in a bowl of soapy

water and then put them to drain. Staff then encouraged children to look in the mirror to check if their face was clean and needed to be wiped. Older children wipe their own nose and children brush their teeth. Snack time with younger children did not offer as many opportunities to develop independence and managers said this would be reviewed to promote independence in line with children's stage of development.

2. Care and Development

Good

Summary

Staff are well trained, experienced and build good relationships with the children in their care. Overall, they understand and implement a comprehensive range of procedures to provide effective, safe care and promote children's play and learning. They manage children's behaviour in a calm, positive manner and this enables children to play and learn within a nurturing environment.

Our findings

Staff have appropriate training to meet the individual needs of the children and implement the procedures in place to keep children safe and healthy. All staff undergo a very thorough induction and have a very clear understanding of safeguarding procedures which is a strength at the service. They know children well and are able to anticipate their needs in order to promote healthy lifestyles, promote learning and keep the children safe. Healthy eating is promoted with the children and meals and snacks are healthy and nutritious as the nursery actively follows Welsh Government guidelines. Staff know the procedures to undertake in the event of a fire and drills are practised regularly with children. We saw that good hygiene is promoted with children, accidents and incidents had been recorded appropriately and parents are kept informed. Medication forms are completed effectively and medication is stored safely. Developing children's physical health is a priority through, for example, yoga, dance and a weekly sports tutor attends the service. Staff then follow their guidance in facilitating sports and games throughout the week with the children. Staff caring for babies did so in a very nurturing manner giving lots of eye contact and cuddles and settling them to sleep. Sleep procedures could further be strengthened by recording the frequent checks they undertake whilst babies sleep.

Staff manage interactions with children well and adopt a positive approach to encourage children's social skills. Good social skills are modelled by staff and children were calm and open to all play and social situations. Staff had considered ways in which lunch could be more enjoyable for children and had initiated a staggered lunch time. This enabled the room to remain calm and quiet with children happily interacting and chatting to one another and very well supported by staff. Children were very engaged in their chosen activities and their confidence and self-esteem promoted through positive feedback and praise.

We saw that regular and ongoing evaluation of activities is undertaken. Information is gathered on each child and regular observations equip staff to plan around individual needs. Staff asked children questions and encouraged them to think creatively. During the slime making session children were asked about colours and praised when they got it right. When a child said the slime looked like a snake the staff member spontaneously encouraged children to make the sound of a snake which the children enjoyed. Multi-

cultural resources were used to explore a wide range of backgrounds and Welsh was seen to be promoted throughout the nursery. Children were encouraged to explore nature and consider the world around them with an emphasis on recycling and sustainability. Children with educational or health needs are supported with individual plans and staff are given the information and training to support these children appropriately.

3. Environment

Adequate

Summary

The nursery is spacious with large play areas including an outside bike track, garden, forest school and climbing areas. Base rooms are light, airy and welcoming. At present a large extension is being built onto the pre-school baseroom and this has restricted free flow to the outside in the short term. Base rooms on the first floor require some attention to maintain the standards seen elsewhere within the nursery. The building is safe and well maintained, child focused and resources are of a good standard. Some issues within the environment were addressed during the inspection and overall risk management is of a good standard.

Our findings

Procedures are followed to promote children's safety and care and attention is given to ensure all legal requirements are met in relation to the upkeep and maintenance of the building. Risk assessments for the premises and activities, such as wood working, are maintained and reviewed regularly. Extension work to the preschool baseroom is managed safely and staff are ensuring children have regular access to outside play. Two issues within the nappy changing room were addressed immediately upon discussion with managers. Health and safety procedures are implemented by staff who keep children safe. For example, maintaining hygienic surroundings and ensuring procedures around allergens are known and carried out by all staff. A five star rating has been awarded by the Food Standards Agency and the Infection Prevention Audit control tool had been reviewed in February 2020. Emergency evacuation procedures had been identified and practised by staff and children. The premises are cleaned throughout the day and equipment and resources were seen to be clean and of good quality. The service had public liability insurance in place.

The environment is set up so that it provides fun and stimulating spaces in which children can play and relax safely. Staff are mindful to communicate with one another so that they are deployed suitably throughout the play space to support children and meet their needs. There are lots of photographs of the children and their families placed in their base rooms and children's work is displayed and celebrated throughout the nursery, all of which promote a sense of ownership and belonging to the setting. There is considerable bilingual Welsh/English signage. Younger children's independence within the upstairs base rooms is promoted as they have direct access to toileting facilities. On the ground floor, due to the layout of the building, staff need to support children to access the toilet facilities, but this is managed well by staff. As outdoor play is seen as highly important the nursery has purchased all weather suits and we saw children using them to play outside in wet weather. Leaders are mindful of sustainability and keen to develop this area of the service. As a result, eco radiators are being installed

Children have easy access to a wide range of good quality resources and equipment that is well looked after and maintained. Regular evaluations of activities by staff with input gathered from children, ensure that resources are available to meet children's individual needs and promote their development. Staff told us that they make monthly orders to replenish resources.

4. Leadership and Management

Excellent

Summary

The service has a very clear management structure which supports its staff, promotes excellent working practice and professional development of staff. It is well organised with experienced and enthusiastic managers and staff, who demonstrate a warm and nurturing commitment to the children attending the nursery.

Our findings

Leaders provide a clear picture to parents of the service provided. The nursery has a statement of purpose and operational plan which clearly outlines how the service operates and demonstrates that the service is well organised. Policies and procedures are clear, reviewed annually and cascaded down to staff. Staff are well informed and have a clear understanding of the nurseries aims and objectives.

The setting has very effective systems in place to evaluate the service and plan for improvement. In discussing the service with managers and staff we were more than confident that constant evaluations of activities are undertaken by staff in order to plan appropriately. Children, parents, and staff are frequently consulted and we read their feedback demonstrating a high level of satisfaction with the service. Their information is written up into an annual report and actions are identified to improve the service.

Managers have established very effective systems for managing staff and define roles and responsibilities are clearly defined. We looked at two staff files which evidenced that pre-employment and safety checks are completed and that staff are given very effective induction. Training, team meetings and daily support is given to staff who value the support provided. Regular supervisions and annual appraisals of staff are undertaken. They are recorded, meaningful and focus on promoting and embedding good working practices. The person in charge had already trained in delivering the new curriculum relating to 'the four purposes' and SSTEWS (Sustained Shared Thinking and Emotional Well-being Scale) which demonstrate an awareness and commitment to new and innovative approaches to child development. Schemes to promote the well-being of staff have been completed diligently including the 'Small Workplace Health Award' and 'Quality For All'. Incentives and rewards further encourage staff to achieve, develop and commit to the high standards expected at the nursery.

Staff build good relationships with parents to ensure that children's needs are met and communication with parents is well maintained. A huge strength of the service is its' drive to encourage parent participation and build relationships with other professional bodies. Parents are, for example, invited into the setting to experience cooking, sports and woodwork sessions and this is very successful in building strong partnerships.

Staff work closely with health, education and social services professionals to support children and ensure a high level of effective exchange of information.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Consider how snack time is organised so that it fully promotes children's independence
- record the times that babies are checked whilst sleeping
- review how toddler's base rooms on first floor are organised
- ensure all risks within the environment are quickly identified.

6. How we undertook this inspection

This was a full inspection undertaken as part of our normal schedule of inspections. It was conducted over a period of two days with the first visit being unannounced.

Evidence for the information held within this report was gathered via:

- Discussion with the Responsible Individual, persons in charge and staff
- observations of care practices, interactions between the staff and children and of the activities undertaken
- a visual check of the premises
- a review of two staff files and two children's files
- reading a selection of daily records, policies and procedures
- reading documentation held by CIW
- reading the service's own children's and parent questionnaires and
- feedback to the RI and PIC at the end of the inspection.

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

www.careinspectorate.wales

7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Lisa Owen
Person in charge	Amy Baugh
Registered maximum number of places	53
Age range of children	Under 12 years
Opening hours	Monday to Friday between 6am to 6pm including school holidays.
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	31 October and 1 November 2017
Dates of this inspection visits	10 March 2020
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	Yes
Does this service provide the Welsh Language active offer?	The provider does not provide the 'Active Offer' in relation to the Welsh Language. An 'Active Offer' means providing a service in Welsh without someone having to ask for it. This is part of the Welsh language Policy to develop and strengthen Welsh language in services
Additional Information: The service is aiming to have all documentation available through the medium of Welsh.	

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