Childcare Inspection Report on

Hazelhurst Children's Nursery

Hazelhurst Children’s Nursery
120 Plymouth Road
Penarth
CF64 5DN

Date Inspection Completed

24/02/2020
Description of the service
Hazelhurst Children’s Nursery registered with Care Inspectorate Wales (CIW) in 2007. It is a privately owned business and Mr Ian Boyce is the registered person. A suitably qualified and experienced person in charge (PIC) is employed to manage the service. The nursery provides full day care for a maximum of 70 children aged between six weeks and eight years. The nursery operates Monday to Friday from a large converted house near the centre of Penarth. Care is provided through the English language with some incidental Welsh used during the course of the day.

Summary

1. Overall assessment
This focused inspection considered the care and development and leadership and management themes. We found that children are well settled, happy and engaged in a variety of good play and learning opportunities. Procedures around safeguarding have been improved and staff have undertaken training. Additional staff have been employed. Improvements for recruiting and managing staff have been made and these are beginning to embed. Additional staff has improved and strengthened the care practice, allowing more managerial time for the person in charge.

2. Improvements
Non compliance identified at the last inspection has been addressed. Since the last inspection, a human resources manager has been employed. They have:

- carried out a review of some policies and processes in operation at the service and made changes to these to ensure the regulations and national minimum standards are met
- audited staff files and training records and taken action to ensure staff access relevant training such as safeguarding
- recruited additional staff to ensure that the PIC is not included in ratios
- drawn up clear job descriptions, which are specific to roles and responsibilities
- developed a structure for manager and staff meetings
- set up a robust one to one staff supervision structure and
- office space and records management has improved, providing purposeful spaces.

3. Requirements and recommendations
We did not identify any further recommendations at this inspection. However, a number of improvements have only recently been implemented and need to be fully embedded in the service.
1. Well-being

Summary

This was a focused inspection, we have not considered this theme (in full), therefore we have not issued or revised any ratings awarded previously. However, we made some observations of all care areas.

Children were happy, well settled and enjoying their time at the setting. Children smiled and laughed as they played. Most engaged enthusiastically in group activities such as music and singing. They enjoyed a good range of free play activities such as water play and painting. Most areas supports children to make independent choices and for parts of the day, children could access activities of their choice, which sustained their interest, as activities were varied.

Children interact with peers and staff well. They seek out staff for support and reassurance, or to show them what they had achieved. During story and floor activities, children sat on staff laps spontaneously and children asked staff to help them with an activity. Older children were successfully learning to take turns and responded positively to reminders from staff to share.
2. Care and Development

Summary

Since the last inspection, staff have improved their understanding of procedures for keeping children safe and healthy. Sufficient staff are employed to ensure that staff are able to implement care practice that is responsive to promote children’s development and play. Interactions are managed appropriately and positive strategies are used to support children’s social development.

Our findings

Staff have a good awareness of safeguarding children. Since the last inspection, nearly all staff have undertaken training in safeguarding. The safeguarding policy has also been reviewed and shared with staff. We spoke with a number of staff during our visit and they understood their responsibilities in relation to reporting safeguarding concerns and the procedures they would need to follow. They were well informed about the Prevent duty. Therefore, non compliance identified at the last inspection has been met. The medication policy outlined the nursery’s procedures regarding the storage of and administering of medication. Staff have been reminded of the procedure and managers are ensuring that it is implemented effectively. Medication records had been completed fully and staff spoken to were clear regarding administering non-prescribed medication. A new form used to monitor any children with a high temperature has been drawn up to make this process more robust. We were told that this is being implemented in the near future.

In addition, extra staff have been employed. This ensures that they will not need to move staff around areas to provide cover at key times and therefore staff are more consistent in each base room. This ensures that the key worker system is more effective, providing better outcomes for children. For example, sleeping children were supervised appropriately and in line with the policy. Staff confirmed that children were never left alone when using the baby sleep room. Behaviour was seen to be managed positively and according to the needs of each age range. Maintaining a suitable number of staff at all times ensures that it is possible to implement policies more effectively.
3. Environment

Summary

This was a focused inspection, we have not considered this theme (in full), therefore we have not issued or revised any ratings awarded previously.

However, we noted that the provider has reviewed the toilet/nappy changing facilities and is in the process of taking steps to improve the facilities to ensure children’s privacy and dignity is promoted.
4. Leadership and Management

Summary
Leadership and management of the service has significantly improved. A human resources manager has been employed, mainly to oversee the recruitment and employment processes. Roles and responsibilities are clearer and staff feel supported. There are new and improved systems in place to manage and monitor performance. Records examined were completed to a good standard.

Our findings
Leadership of the service has improved and is more effective. The human resources manager and senior staff members have reviewed a number of procedures. Prompt action has been taken to employ additional staff to ensure the service runs smoothly. This supports the PIC to be effective in their role. They are working with staff to identify any individual needs and establish a motivated and enthusiastic team. The human resource manager is making expectations clear so staff can provide a good standard of care for children and achieve the objectives in the Statement of Purpose for the setting. We looked at a small sample of operational records and found that they were completed fully.

The employment and management of staff has improved and is effective. Additional staff have been employed and records in three staff files evidenced that the recruitment procedures have been implemented appropriately. Discussion with the human resources manager evidenced their understanding and commitment to ensuring that staff are recruited safely and in line with regulations. The additional staff ensure that the PIC is not needed to work directly with children, allowing them time to have more oversight of the day-to-day operation of the setting. The human resources manager has carried out an audit of staff files and assessed training needs, drawing up a clear spreadsheet of information, which clearly highlights any gaps and action needed. They have reviewed employment processes such as job descriptions and terms and conditions. A robust system of one to one supervision has been established and the human resources manager has started to implement this. A calendar of manager and staff meetings has been drawn up. Agendas and minutes of meetings held to date shows that these are an effective and useful means of communicating with staff. This included discussing updated policies and procedures and new processes being implemented. Staff members told us that communication and support for staff had improved significantly and they felt positive in their role. Some staff spoke passionately about changes at the service, which have improved standards and outcomes for children. Because of the improvements made, the non compliance relating to the recruitment and employment of staff has been addressed.
5.  Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections
Regulation 20 (1) (a): Safeguarding and promotion of welfare.
Regulation 28 (1) (a): Suitability of workers
Regulation 29 (3) (a): Employment of staff

This inspection found that the above non compliance has been addressed.

5.2 Recommendations for improvement
No recommendations were made at this inspection. However, the improvements made since the last inspection need to be fully implemented.
6. How we undertook this inspection

We undertook a focused inspection to follow up action taken by the provider to address the non compliance found at the last inspection. One inspector spent approximately 5 hours at the service. We:

- met with the human resources manager and had comprehensive discussions regarding action they have taken since being in post in November 2019;
- looked at some updated policies and information;
- looked at information contained in files of three staff who had been employed since the last inspection;
- spoke with staff in each base room;
- considered some operational records, namely medication records;
- observed care practices briefly in each base room;
- looked at toilet/nappy changing facilities and discussed future plans for them to be improved;
- considered information provided by the human resources manager during the course of the inspection and
- provided feedback to the human resources manager at the end of the inspection visit

Further information about what we do can be found on our website: www.careinspectorate.wales
7. About the service

<table>
<thead>
<tr>
<th>Type of care provided</th>
<th>Children's Day Care Full Day Care</th>
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<tbody>
<tr>
<td>Registered Person</td>
<td>Ian Boyce</td>
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<tr>
<td>Person in charge</td>
<td>Melanie Snook</td>
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<tr>
<td>Registered maximum number of places</td>
<td>70</td>
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<tr>
<td>Age range of children</td>
<td>6 weeks to 8 years</td>
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<tr>
<td>Opening hours</td>
<td>7.30am to 6pm Monday to Friday</td>
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<tr>
<td>Operating Language of the service</td>
<td>English</td>
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<tr>
<td>Date of previous Care Inspectorate Wales inspection</td>
<td>30 September 2019, 3 and 8 October 2019</td>
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<tr>
<td>Dates of this inspection visit(s)</td>
<td>24 February 2020</td>
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<tr>
<td>Is this a Flying Start service?</td>
<td>No</td>
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<tr>
<td>Is early years education for three and four year olds provided at the service?</td>
<td>No</td>
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<tr>
<td>Does this service provide the Welsh Language active offer?</td>
<td>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 ‘More Than Just Words follow on strategic guidance for Welsh language in social care’.</td>
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<tr>
<td>Additional Information: None</td>
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No noncompliance records found in Open status.