



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Childcare Inspection Report on

Red Balwn Coch

**Circle Way East
Llanedeyrn
Cardiff
CF23 9PZ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh



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Description of the service

Red Balloon Day Nursery Limited was registered with Care and Social Services Inspectorate Wales (CSSIW) in 2003 to provide full day care for 51 children at Red Balwn Coch. The nursery operates between 07:30 and 18:00 weekdays from a converted residential property in the Llanedynrn area of Cardiff, and offers a wrap around service from Ysgol Berllan Deg. A Responsible Individual (RI) has been nominated and two Persons in Charge (PiCs) have been appointed to oversee the day to day running of the service, and there is also a deputy in place. This is a bilingual service.

Summary of our findings

1. Overall assessment

Children are able to enjoy and learn from a range of stimulating activities and experiences. We found that children are happy and settled in the care of the staff and they are familiar with their base rooms. Children experience a mix of free play and focused activities which are planned by the staff. There are some aspects that should be developed in terms of ensuring accident and incident records are completed promptly and signed by parents. At the time of the inspection the indoor environment was being re-decorated, and there are plans to further develop the outside area. Self evaluation and partnership working is strong at the service. The PiC is proactive and provided reassurance that all recommendations will be acted upon

2. Improvements

Since the last inspection the provider has actioned both recommendations made which were to complete a Quality of Care report and re-decorate areas within the nursery.

3. Requirements and recommendations

No non compliances were identified at this inspection. We made some good practice recommendations which are included in the body of the report and summarised at the end.

1. Well-being

Summary

Children have good play and learning opportunities and they enjoy the activities provided. They are forming positive relationships with their peers and their carers. They are valued and respected and have some opportunities for independence.

Our findings

1.1 To what extent do children have a voice?

Children are able to make choices and decisions at the service. Children choose from a variety of activities and resources available to them. We saw children moving freely around their base rooms choosing toys that interested them. The PiC told us that children are consulted on menu ideas, and children's feedback on activities is obtained. We heard children confidently asking staff for help at meal times, and choosing where they wanted to sit.

Children's right to express themselves freely and to make independent choices is encouraged and respected at the service.

1.2 To what extent do children feel safe, happy and valued?

Children are settled, comfortable and secure in the nursery. Over the course of the two inspection visits children appeared happy and content. We heard frequent praise and encouragement of children's efforts with terms such as '*well done*', and '*thank you for sharing*'. Children develop close bonds with key workers and we saw that children are comfortable to approach familiar people when they need help and reassurance.

Children are happy and are valued by the staff team.

1.3 How well do children interact?

Children are beginning to form positive relationships with their peers and are learning to share and co-operate in line with their age and stage of development. We saw children engaged in group activities together building blocks, and sitting together chatting while eating their lunch. Children enjoyed group activities and took turns to share resources and wait their turn. We saw that some children wanting the same items were able to work things out for themselves, but at other times, staff intervened to encourage the children to share. Children we spoke to told us who their friends were and who they like to play with.

Children are developing resilience, confidence and co-operation through the experiences offered to them.

1.4 To what extent do children enjoy their play and learning?

Children demonstrate enthusiasm and enjoyment in the opportunities available. We observed a sufficient range of learning and play activities. The emphasis was on freely chosen and unstructured play but some adult led and more structured play was incorporated into the daily routines. We saw creative/messy activities, circle time and

outside play. There were role play activities in the home corner and we observed children playing with musical instruments. Children told us they like the nursery and the toys they play with.

Children are suitably occupied and the activities available maintain their interest.

1.5 How well do children develop, learn and become independent?

Children are developing their all-round skills and beginning to make independent decisions. Older children washed their hands and used the toilet facilities without adult support and we saw good self help skills at meal times. However, this practice was not consistent, as on one occasion we observed staff pouring drinks and serving food to children; we recommended that opportunities for independence at meal times be consistent. Children were encouraged to tidy up at the end of activities and take responsibility for putting toys back after they had finished with them. As play was largely unstructured children were confident to pick out resources and move freely between areas of their base room to participate in different activities of their choosing.

Children are learning important self help skills, which promotes their independence.

2. Care and Development

Summary

Care and development of children is appropriate. There are suitable health and safety procedures in place. Staff manage interactions well and effectively support children's learning and development.

Our findings

2.1 How well do practitioners keep children safe and healthy?

The nursery implements appropriate infection control measures to ensure children's health in relation to nappy changing, hand washing and food preparation. Staff have undertaken paediatric first aid and safeguarding training and the nursery has appropriate written child protection procedures which includes the Prevent duty (this is a statutory duty on providers to prevent people being drawn into extremism).

Children's specific dietary needs are identified and there is a healthy eating policy. The menu follows healthy eating guidelines and the nursery is undertaking the second part of the Cardiff Healthy and Sustainable Pre-School Scheme (CHASPS). The nursery is also part of the 'design to smile' tooth brushing scheme.

Staff at the service help promote healthy lifestyles.

2.2 How well do practitioners manage interactions?

There is a behaviour management policy which sets out the working practices and strategies staff should use to support children's social behaviour. Staff model good behaviour and used positive language throughout the session. We heard phrases such as, "no thank you" when children displayed unwanted behaviour and plenty of praise was used to acknowledge good behaviour. We saw little unwanted behaviour during the inspection but small incidents were dealt with well by staff and overall they showed confidence in their practice in terms of supporting children. During both inspection visits staff spoke kindly and gently to children and treated them with respect.

There is consistent management of children's social behaviour which helps children to understand what behaviour is or is not acceptable.

2.3 How well do practitioners promote children's play, learning and development and meet their individual needs?

There is evidence of planning across the age ranges in line with the Foundation phase and the seven areas of learning. Children's development is monitored and assessed, and their specific needs are identified in order to plan for the next step in their development. We recommended that children's artwork in their individual developmental files be dated to show when they were done. Staff demonstrate an understanding of children's needs and have clearly developed positive relationships with them. Questioning is used well to extend children's language skills and staff participate in activities alongside children.

Staff support and promote children's development and specific needs well.

3. Environment

Summary

The nursery is located over two floors of a converted residential property, and a demountable building within the grounds. A range of materials, displays and activities promote a variety of choice and learning. The nursery is secure and safety is prioritised. Children have access to an outdoor play area which is utilised daily. At the time of the inspection the premises was being re-decorated and there are plans to develop the outside area.

Our findings

3.1 How well do leaders ensure the safety of the environment?

There are appropriate procedures in place to ensure the safety of children. Areas within the nursery are clean and appropriate for the age of children attending. The main entrance is secure and all visitors are required to sign in and out. There is a CCTV system in operation for external areas and the kitchen. Suitable checks are conducted in relation to gas and electricity, and fire drills are carried out regularly and documented. Visual safety checks of the premises are undertaken daily by staff and recorded.

Leaders ensure that the nursery provides children with a safe environment.

3.2 How well do leaders ensure the suitability of the environment?

Leaders ensure the environment is suitable for the children that attend the service. Children are cared for in base rooms based on their age and stage of development. At the time of the inspection the nursery was being redecorated. Rooms where redecoration had been completed had colourful wall displays and children's work shown. There is an office on the first floor for confidential conversations, and a noticeboard in the entrance hall providing information about the service, including menus, public liability insurance and books for children to borrow. Outside, children have access to a secure play area with sufficient resources. The PiC told us there are plans to develop the outside play area to provide more opportunities for children.

The nursery provides a suitable space for children's play and there are plans for further improvements to both the internal and external areas.

3.3 How well do leaders ensure the quality of resources and equipment?

There is an appropriate range of toys and equipment for children. There is some low level storage for toys in each room so children can access resources and make their own choices. The toys are of a good standard and are well maintained and there is sufficient equipment for the number of children who attend the service. There are small tables and chairs which are used for meal times and table top activities, sand trays, an array of small toys, puzzles, English and Welsh books and cultural

resources. Resources available promoted the Welsh language and support equal opportunities.

Leaders ensure children benefit from a sufficient selection of resources and equipment to make their play experiences enjoyable.

4. Leadership and Management

Summary

Leadership is generally effective with well organised record keeping systems in place. There is strong partnership with parents and management of the staff team is effective. There are quality assurance processes in place and self evaluation is strong. We made some recommendations in respect of recording accidents and incidents.

Our findings

4.1 How effective is leadership?

Overall, leadership is effective at the service. The statement of purpose contains detailed information so parents can make an informed choice as to whether the service is suitable for their child. We noted that the policy file was organised and contained a comprehensive list of policies which are reviewed regularly. An attendance register is maintained with the times of children's arrival and departure. We examined accident, incident and pre existing injury records and found they are reviewed regularly to identify any trends. However we recommended that parents are asked to sign incident and pre existing injury records. We also recommended that accident forms are completed promptly and given to parents as soon as possible. We examined a sample of children's contracts and found these to contain all the required information. There is a complaints policy in place which parents are given a copy of. All complaints are recorded. However we recommended that all discussions and any action taken as a result are also recorded, in line with the expectations of the National Minimum Standards for Regulated Childcare for children up to the age of 12 years (NMS) As a bilingual nursery, the service is working towards providing the 'active offer' in relation to the Welsh language.

Overall, the service is run effectively although systems for recording accidents, incidents and verbal concerns should be reviewed.

4.2 How effective is self evaluation and planning for improvement?

Self evaluation is strong at this service. Leaders ensure that quality assurance processes are in place and that there is on going self evaluation and planning for the development of the service. There is an up to date quality of care report which contains the views of parents, staff, children and external agencies. We examined questionnaires distributed to parents and children twice a year to obtain their views on menus, activities, and resources. We found that the service had acted upon suggestions made, including menu options. Feedback from parents, children and external agencies is collated and displayed on noticeboards within the service for parents to see.

There is continuous and on going evaluation and review of the service to plan for improvements.

4.3 How effective is the management of practitioners, staff and other resources?

Staff receive regular one to one supervision and appraisals, and there are regular team meetings to discuss practice which are formally recorded. The staff team have up to date first aid qualifications, there are current Disclosure and Barring (DBS) Service checks in place? and staff are appropriately qualified. Staff files we examined contained all required information. The PiC told us that the service uses the 'safer recruitment' process to ensure staff employed are suitable to work with children. Staff we spoke to confirmed they have opportunities to attend training and update their skills.

There is an effective system in place for the management of staff.

4.4 How effective are partnerships?

There are effective partnerships in place. The service is a member of an umbrella organisation, and has established links with external agencies through undertaking the 'Cardiff Healthy and Sustainable Pre School Scheme' and 'Gold Standard Healthy Snack' award. Parents are given a range of information about the service so they can make an informed choice about its suitability for their child and they are encouraged to be active participants via 'little cooks' cooking sessions, and join in charity fundraising. The service produces a newsletter regularly to keep parents up to date with current events. Parents' evenings are held annually, and parents are given regular feedback about their children's routine and progress. Parents we spoke to and questionnaires received confirmed that they are very happy with the service. One parent told us '*my child loves coming here*'. The PiC told us they regularly update their social media page to keep parents informed and gather parents' suggestions on menus and activities. We saw evidence of trips within the local community.

Partnerships are effective at the service, which maximises the opportunities available to children.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Areas of non compliance identified at this inspection

None

5.3 Recommendations for improvement

- Ensure accident records are completed promptly by staff and given to parents as soon as possible;
- Children's artwork in developmental files should be dated;
- pre existing injury and incident records to be signed by parents;
- ensure verbal complaints and any action taken are recorded, and
- provide consistent opportunities for children to be independent at meal times.

6. How we undertook this inspection

This was a full inspection, brought forward as a result of a concern;

- One inspector undertook two visits to the service over two days, the first of which was unannounced;
- we considered information available to CSSIW, including the Service Self Assessment Statement (SASS);
- we undertook a visual check of the premises;
- we observed care practices;
- we spoke to two parents and three children;
- we spoke to four staff members, and took account of five staff feedback questionnaires;
- we looked at a wide range of policies and procedures. We focused on the Statement of Purpose, accident and incident records, staff files, children's contracts, the behaviour management policy and Safeguarding policy.

Further information about what we do can be found on our website www.cssiw.org.uk

7. About the service

Type of care provided	Children's Day Care Full Day Care
Responsible Individual	Rhona Dyer
Person in charge	Rhona Dyer Stephanie-Mayy Hindley-Morris
Registered maximum number of places	51
Age range of children	0 to 8 years
Opening hours	07:30 to 18:00 weekdays
Operating Language of the service	Bilingual
Date of previous CSSIW inspection	23/03/2016
Dates of this inspection visits	25/10/2017 and 26/10/2017
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 is working towards providing an 'Active Offer' of the Welsh language and operates as a bilingual 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: None	

No noncompliance records found in Open status.