



## Inspection Report

**Acorns (Priory House)**

**Priory House  
1 Lisvane Road  
Lisvane  
Cardiff  
CF14 0SA**



**Date Inspection Completed**

21/12/2020

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## About Acorns (Priory House)

Type of care provided	Children's Day Care Full Day Care
Registered Provider	Acorns Nurseries Ltd
Registered places	90
Language of the service	English
Previous Care Inspectorate Wales inspection	03 October 2018
Is this a Flying Start service?	No
Does this service provide the Welsh Language active offer?	No

## Summary

Children are happy and settled at the nursery. They have warm relationships with staff and enjoy the play opportunities and activities on offer. Staff are friendly, responsive and attentive to the children. New policies and procedures are in place in response to Covid-19 and staff implement these ensuring that the environment remains secure and clean.

Children have become familiar with these routines and have adapted well to remaining in their peer bubbles. Staff work hard to minimise any impact these measures may have upon children's choice and access to varied play. The service has a clear management structure and comprehensive policies and procedures in place to operate the service. It is acknowledged by managers that Covid-19 has impacted negatively upon staffing levels and access to staff cover at the service. Overall, the Responsible Individual (RI) provides good operational support for staff and they speak positively of the support they receive from managers. However, the RI is not meeting their legal responsibility regarding the supervision of children and the procedures to ensure this takes place consistently in line with National Minimum Standards. Greater attention to the deployment of staff is needed to ensure that children are consistently given the support they need. This was also highlighted at the previous inspection.

## Well-being

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

Children have adapted well to new routines and changes put in place to keep them safe during the Covid-19 pandemic. Children separate from their parents well and younger babies settle quickly. They play happily within their environment and we saw babies comfortably exploring their surroundings. Whilst Covid-19 procedures have inevitably placed restrictions upon children's choice of play, they are still presented with a good choice of play opportunities and resources. Children enjoy a good variety of activities such as tuff tray with winter/arctic themed resources such as ice blocks, 'snow' and toy penguins, story time, creative play with water and paint and they enjoy access to outside activities at least once each day.

Older children are encouraged to be independent. Children are familiar with the setting routines. For example, they know to wash their hands on entering the building and hang up their coats, supported by staff if necessary. Children are encouraged to feed themselves independently and this is, overall well supported. However, snack time within the Oak base room consisted of children sitting on the floor in a circle holding their snack or drinks which posed a problem for some children. CIW has been informed that this has now been reviewed so that children sit at tables.

## Care and Development

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

Staff have adapted well to the additional or alternative procedures in place to keep children safe and healthy during the Covid-19 pandemic. They follow robust health and safety routines maintaining strict groups and support children well in their hygiene routines. Nursery staff clean surfaces discreetly throughout the day and housekeepers are employed to ensure cleaning procedures keep the nursery environment safe. Risk assessments have been reviewed and implemented. Practice has changed to limit time children mix with others. Children have regular exercise and fresh air in the outside play areas. Staff understand their key worker role and take pride in their work.

Nursery staff treat children warmly and confirmed to us that any training they need or request is supported. There is a positive behaviour management policy in place and staff speak encouragingly to children treating them with dignity and respect. Children behave and respond to staff instructions well. Throughout the inspection there was a calm atmosphere with children chatting to staff and playing independently or with their peers.

Staff meet children's individual needs and effectively support their play and learning most of the time. However, staff deployment, for example, over lunch times, can affect their ability to support all of the children in their care. CIW have been informed this is currently being reviewed by management to ensure that ratios of staff to children can be correctly maintained throughout the day.

## Environment

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

The environment, resources and equipment is maintained to a very high standard and is clean and safe for children. Staff adhere to procedures and ensure that children have enough choice of toys and activities to keep them engaged, promote their development and meet their needs, whilst also able to monitor and clean them as required. Risk assessments for all areas have been reviewed in line with Covid-19 guidance and we saw that staff adhered to these procedures.

Accident and incident forms are completed by staff, signed by parents and regularly monitored by managers. We were told that changes had been made to the environment in Oak room during a review of the risk assessment for that area.

## Leadership and Management

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

People managing the nursery are motivated to provide good quality childcare. A strong management team provide support to staff through the development of comprehensive operational policies and procedures as well as practical support. There is a clear Statement of Purpose outlining how the service operates and Covid-19 procedures have been clearly communicated to staff.

Robust pre-employment safety checks are completed and new members of staff confirm that they are given suitable induction and support. More established staff told us they enjoy working at the nursery, feel supported and have the help and advice they need. Senior members of staff also provide practical help and support to base room staff. However, periodically staffing levels have been significantly impacted due to Covid-19 and we found that staff deployment both in terms of ratio and qualifications did not meet National Minimum Standards intermittently throughout the day.



**Areas for improvement and action at the previous inspection**

None		
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**Areas where immediate action is required**

None	
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**Areas where improvement is required**

Ensure that staff are deployed in line with National Minimum Standards and that appropriate staffing levels are maintained throughout the day to support children.	Regulation 27 (a) Regulation 27 (b)
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We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to or poor outcomes for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

**Recommendations to meet with the National Minimum Standards**

None

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